

ReSound Smart™ app for iOS

FREQUENTLY ASKED QUESTIONS



Tip for use of FAQ: Click on questions to go to answer.

Please also go to www.resound.com/smartapp for more user guidance.

In which countries is the app available on the App Store?	2
Why can't I find the ReSound Smart app on the App Store, when I search from my iPad?.....	2
What do I do when the app loses connection?.....	2
Why can I sometimes not change programs?	2
Why is the volume slider greyed out?	3
Why did I lose my Favorites?.....	3
Why can't I add a place to a Favorite?	3
Why is the Sound Enhancer and/or Tinnitus Manager not available in my app?.....	3
Why are one or more of the Sound Enhancer features greyed out in a program?	4
Why do I only see one or two Sound Enhancer features in my app?.....	4
Why did my Sound Enhancer and/or Tinnitus Manager stop working?	4
Why did I lose the program names that I entered?	4
Why can't I hear anything when I use the Melody guide?	4
Nothing happens when I press the battery display - why?.....	5
Does the app impact battery consumption?.....	5
Why does the app say "Your hearing aids are set to gradually increase amplification over a brief period of time, while you adapt to them. After this period, the treble and bass settings will be enabled"?	5
Why does the streaming from my iPhone, iPad or iPod touch stop when I open the app?.....	5
Why are the red bars in the Finder Nearby mode not accurate?	5

ReSound Smart™ app for iOS

FREQUENTLY ASKED QUESTIONS



In which countries is the app available on the App Store?

A: ReSound Smart is available in all world markets except: Bulgaria, Croatia, Estonia, Latvia, Lithuania, Slovakia and Slovenia.

[Back to top](#)

Why can't I find the ReSound Smart app on the App Store, when I search from my iPad?

A: When you search the App Store from an iPad, go to the top left corner of the App Store where it says "iPad only". Tap the small arrow and choose "iPhone only". Select that option and search for "ReSound Smart". The app is optimized for iPhone, but will run on iPad either in normal iPhone app size or in a double-up format (2x mode).

[Back to top](#)

What do I do when the app loses connection?

A: If the app loses connection, it is typically the connection between the hearing aid and the iPhone, iPad or iPod touch that has been lost. A small exclamation mark will notify you that the connection is lost. Go to the Connection status screen and tap the marked point of lost connection for guidance on how to reestablish connection.

It is also a good idea to turn off the Bluetooth on your mobile device and turn it on again. Do this in the Control panel by swiping up from the bottom of the screen. Tap the Bluetooth icon to turn it off, wait a couple of seconds and then tap it again to turn it on.

[Back to top](#)

Why can I sometimes not change programs?

A: The most common reasons are:

1. From phone program: When you stream sound from your iPhone, iPad or iPod touch, the hearing aid automatically changes to a phone-streaming program. This program is shown with a phone icon. It cannot be manually selected, but simply start the phone operation you wish and the hearing aids will change automatically. While in the phone program, the other program buttons will be greyed out and cannot be selected. In order to go back to a hearing aid program or a ReSound Unite streamer program, please exit the active phone operation.
2. Lost connection: If you have lost the connection to your hearing aids the program buttons will be greyed out and non-selectable. If you have two hearing aids in different programs and one of the hearing aids disconnects, the program selection of the disconnected hearing aid is disabled. If you re-establish the connection, program change becomes available again. Please see the question '[What do I do when the app loses connection?](#)'

[Back to top](#)

ReSound Smart™ app for iOS

FREQUENTLY ASKED QUESTIONS



Why is the volume slider greyed out?

A: The volume slider will be greyed out if you have lost connection to one or both of your hearing aids. Please see the question '[What do I do when the app loses connection?](#)'

[Back to top](#)

Why did I lose my Favorites?

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.

Also, if you change your iPhone/iPad/iPod touch to a new one, and do not restore your apps from a saved backup, you will lose your Favorites.

[Back to top](#)

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

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

1. If you have not enabled Location Services on your iPhone or iPad. Go to Settings to enable them. Tap Privacy, then Location Services. Activate by tapping the toggle button next to Location Services. The button will turn green when activated.
2. If your subscription does not include a data package. This can be resolved by acquiring a subscription with a data package.
3. If you are using an iPad without a cellular connection, Location Services are not available.
4. If you have not inserted your SIM card into the iPhone or iPad.
5. If your iPhone or iPad is in flight mode.

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

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

[Back to top](#)

Why is the Sound 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 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/Tinnitus Manager in your app, and would like to have it, please consult your Hearing Care Professional.

[Back to top](#)

ReSound Smart™ app for iOS

FREQUENTLY ASKED QUESTIONS



Why are one or more of the Sound Enhancer features greyed out in a program?

A: Each Sound Enhancer feature is available per program dependent on the settings of the program. 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.

[Back to top](#)

Why do I only see one or two Sound Enhancer features in my app?

A: Each Sound Enhancer feature is available per program dependent on the settings of the program. If you do not have all three Sound Enhancer features in your app, and would like to have them, please consult your Hearing Care Professional.

[Back to top](#)

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. Make sure you are connected and try again. See the question '[What do I do when the app loses connection?](#)'

Also, if you have two hearing aids fitted, please make sure that they are both in the same program when making adjustments.

[Back to top](#)

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 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.

[Back to top](#)

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

A: If you have two hearing aids, the Melody guide plays back in only one of the hearing aids, typically the left. The Melody guide will only play in your hearing aids, not on your iPhone, iPad or iPod touch, 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 which case the Melody guide will not play any tones.

[Back to top](#)

ReSound Smart™ app for iOS

FREQUENTLY ASKED QUESTIONS



Nothing happens when I press the battery display - why?

A: The battery display shows the current hearing aid battery status. There is no further functionality to show.

[Back to top](#)

Does the app impact battery consumption?

A: The app does not significantly impact the consumption of the hearing aid battery. Several hours of streaming will consume more of the hearing aid battery.

Running the app will take up some of the iPhone, iPad, iPod touch battery similar to what other smartphone apps do. Several hours of streaming will take up more iPhone, iPad, iPod touch battery.

[Back to top](#)

Why does the app say "Your hearing aids are set to gradually increase amplification over a brief period of time, while you adapt to them. After this period, the treble and bass settings will be enabled"?

A: You will get see this notification if your hearing aids have been fitted with the Acceptance Manager. The Acceptance Manager gradually adjusts the hearing aids to the final fitting. This means that for 14 days, while the Acceptance Manager is adjusting, you cannot adjust treble and bass.

[Back to top](#)

Why does the streaming from my iPhone, iPad or iPod touch stop when I open the app?

A: Apps showing videos are not able to run when you open up other apps on your mobile device. This means that if you are for example watching a video on the Youtube app and open the ReSound Smart app, Youtube will stop playing the video. Audio streaming apps – e.g. music, radio and podcast apps – work differently as they are designed to run in the background. This means that you can open the ReSound Smart app and the audio will keep playing in the background.

[Back to top](#)

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 iPhone or iPad around carefully and slowly in order for the feature to perform best.

[Back to top](#)