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On a Mac

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- Click layout
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Grand Rounds by ReSound

Phone Connectivity

Sabrina Calcara, Au.D., CCC-A
Field Training Audiologist
GN ReSound

Webinar FAQs

- How to ask a question:
 - Click Q&A, type your question and Send.
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 - Or Click on link from Chat
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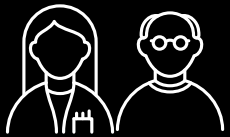
LEARNER OUTCOMES

- *After this course, participants will be able to proficiently connect hearing aids to iPhone and Android™ devices.*
- *After this course, participants will be able to better assist patients with hands-free phone calls.*
- *After this course, participants will be able to troubleshoot various connectivity issues that arise with iPhone and Android devices.*

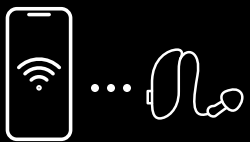
Connectivity is important for patients, but frustrating for hearing care professionals...



Connectivity is among the top 3 key satisfaction drivers when using hearing aids¹



Hearing care professionals connect daily +50% of their patients to their smartphones²



Most hearing care professionals experience frustrating challenges with connectivity and prefer not to recommend it to their patients³

1. MarkeTrak 10, 2019

2. Audiologist Survey | Jan 2020, US Study, n = 225 HCPs

3. HCP interviews in US, UK & Benelux

Agenda:



- Pairing



- Phone calls



- Troubleshooting



Suggestions:

- Verify current iOS/Android operating system
- Close open apps
- Download ReSound Smart 3D™ app

If having problems detecting devices:

- Reboot phone
- Turn off other Bluetooth® devices in the room
- Put phone in airplane mode
 - In case someone calls/texts during pairing process

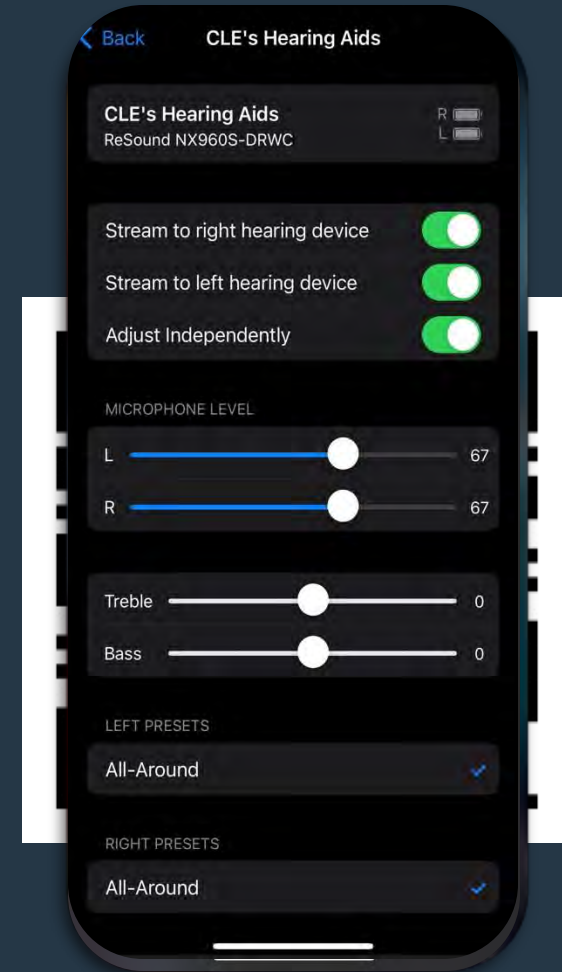
How many people are using the same apple ID?

- Are you having trouble connecting aids to a phone or having random connectivity issues?
- Does someone else in the family have hearing aids?
- Is there another set of aids connected to an iPad or a 2nd iPhone?



Connectivity Best Practices- iPhone

- C** Check compatibility
- C** Close open apps
- R** Reboot the phone
- P** Put into airplane mode
- T** Turn off other Bluetooth devices
- W** Wait 2 mins on pairing screen



Android pairing:



Tap Yes, connect now



Accept the terms and conditions

*No personal information required



Allow Bluetooth permission

Android pairing:



Allow location permission



Allow location permission



Allow location permission



Select hearing aids

Android pairing:



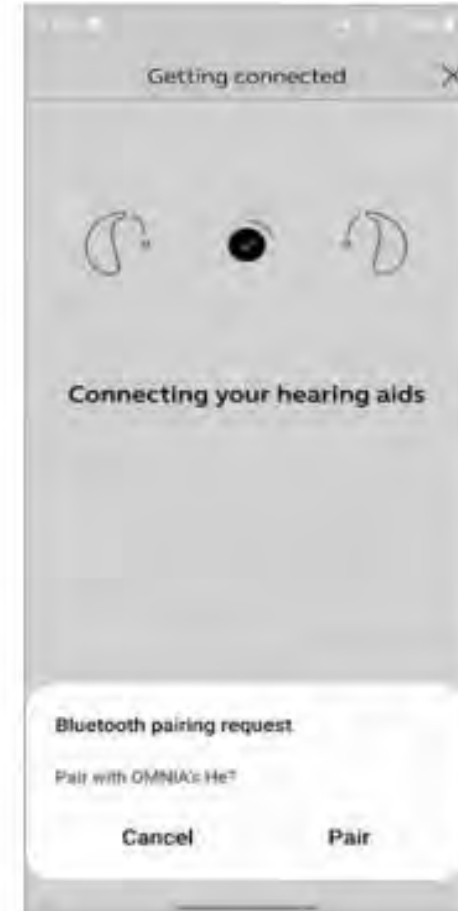
Follow Smart 3D App instructions



Follow Smart 3D App instructions



Select Yes



Tap Yes
(1st pair request)

Android pairing:



Tap **Yes** (2nd pair request)



Follow the Smart 3D
App instructions



Hearing aid information
will begin downloading



Download has
completed to the
Smart 3D App



- Pairing



- Phone calls



- Troubleshooting

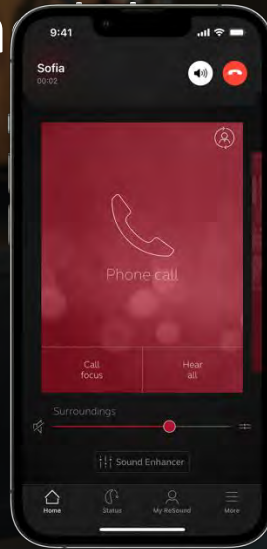
Hands-free* calls with:

- ReSound Nexia™, ReSound OMNIA™, and ReSound ONE™
- iPhone and iPad (iOS 15.3)
- Samsung Galaxy 23, some Google Pixel models, and more to come!

TapControl:

- ReSound Nexia Micro RIE m

*Note: Hands free becomes deactivated for bimodal fittings



* Hands-free calls are compatible with iPhone 11 or later, iPad Pro 12.9-inch (5th generation), iPad Pro 11-inch (3rd generation), iPad Air (4th generation), iPad mini (6th generation), iPad (10th generation) or later, with software updates iOS 15.3 and iPadOS 15.3 or later.



ReSound GN



Own Voice pick-up options

- Press button on hearing aid or answer on phone
- ReSound Nexia Micro RIE – Double tap to answer
- Press button to hang-up
 - Use phone during call to adjust volume
- During a call, can switch to iPhone using audio menu
- Bluetooth disabled during call, will transfer back to iPhone
- Audio input can be changed in triple-click menu

Introducing TapControl*



How to accept call with TapControl

*TapControl is available in ReSound Nexia Micro RIE models only. For a complete list of compatible devices, visit pro.resound.com/compatibility.

The patient reports that TapControl is confusing and doesn't want that feature.

Disable in the software

Or

On their phone

● Right Instrument

ReSound Nexia 7 NX760S-DRWC
RIE 1 LP Receiver



→ Copy ←

☐ Enabled

Flight Mode Control ⓘ

☐ Enabled

☒ Enabled

TapControl ▼ ⓘ

☒ Enabled

☒ Enabled

Hands Free Control ⓘ

☒ Enabled

Button Options ^

Volume Up ▼

Change Program ▼

Short Button Push

Long Button Push

Volume Down ▼

Activation of Streaming ▼

● Left Instrument

ReSound Nexia 7 NX760S-DRWC
RIE 1 LP Receiver



☐ Enabled

Flight Mode Control ⓘ

☐ Enabled

☒ Enabled

TapControl ▼ ⓘ

☒ Enabled

☒ Enabled

Hands Free Control ⓘ

☒ Enabled

Button Options ^

Volume Down ▼

Activation of Streaming ▼

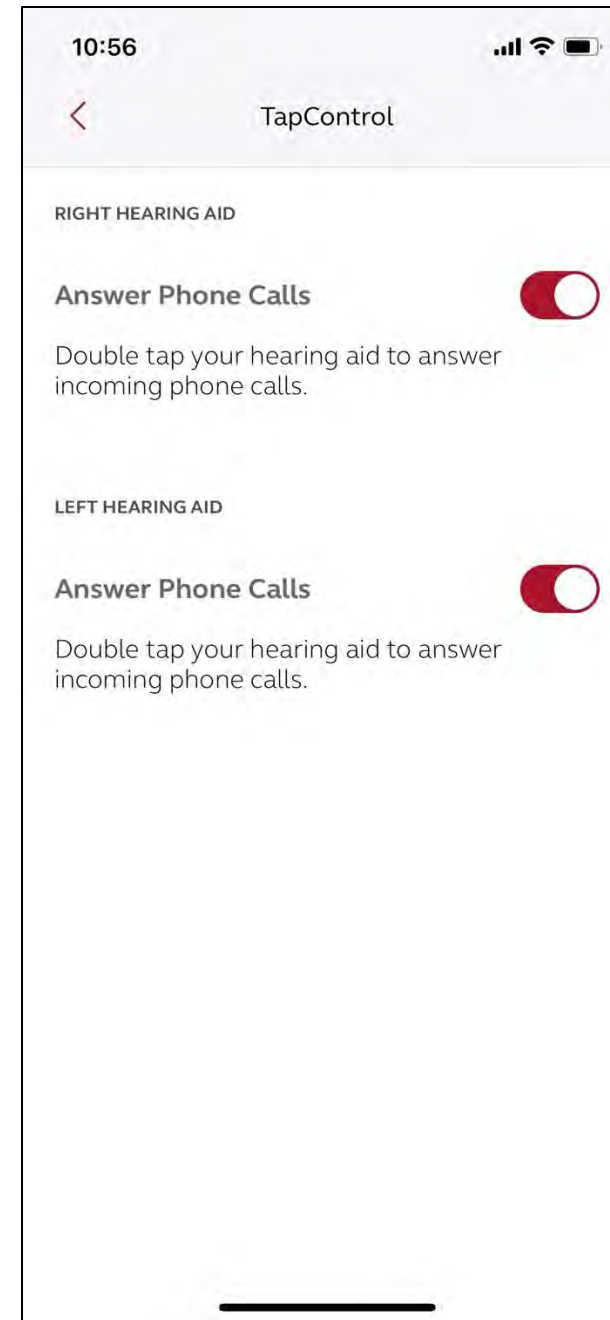
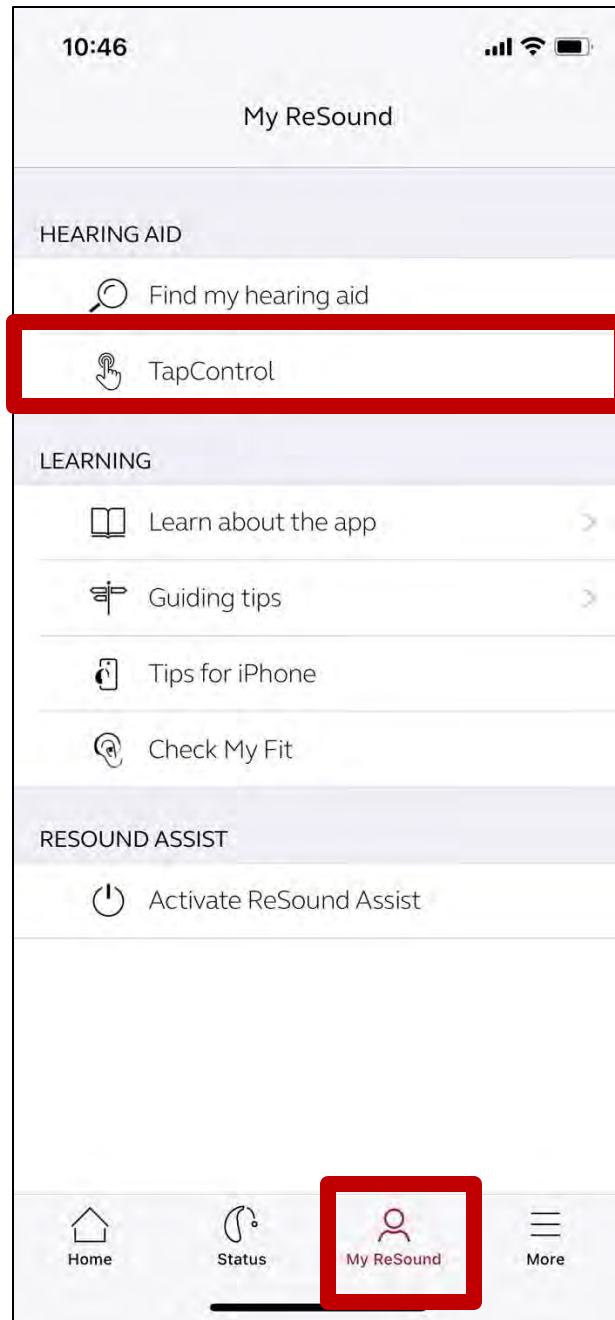
Short Button Push

Long Button Push

Volume Up ▼

Change Program ▼

Customize the push button on the aids for multiple actions. To test your settings, you will need to save and disconnect the instrument(s).



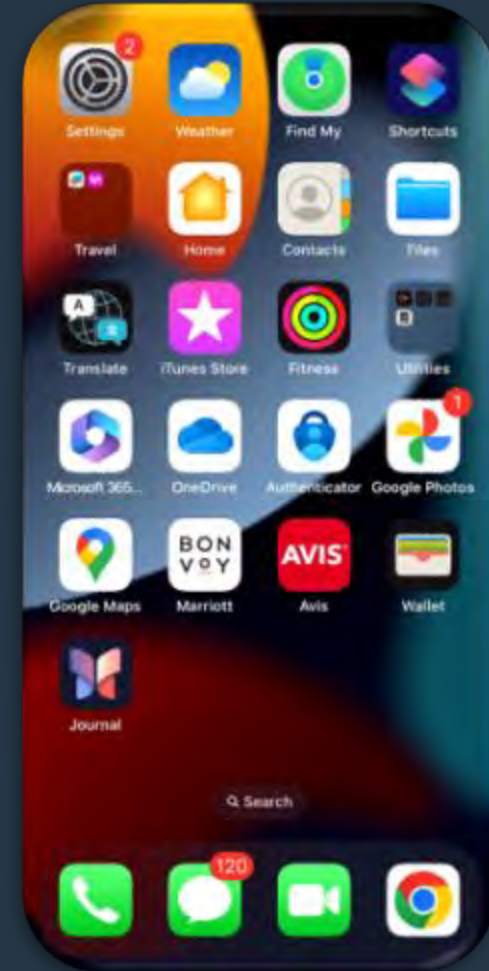
The person on the other line can't hear the hearing aid wearer's voice.

Enable voice isolation
or
Turn off hands-free

Hands Free Voice Isolation – iOS 17 or prior

ReSound GN

- 1 Turn off Bluetooth
- 2 Make a cellular call
- 3 Open Mic Mode menu
- 4 Select Voice Isolation
- 5 End call and turn Bluetooth on



Hands Free Voice Isolation- iOS 18 and newer

ReSound GN

1

Make a cellular call

2

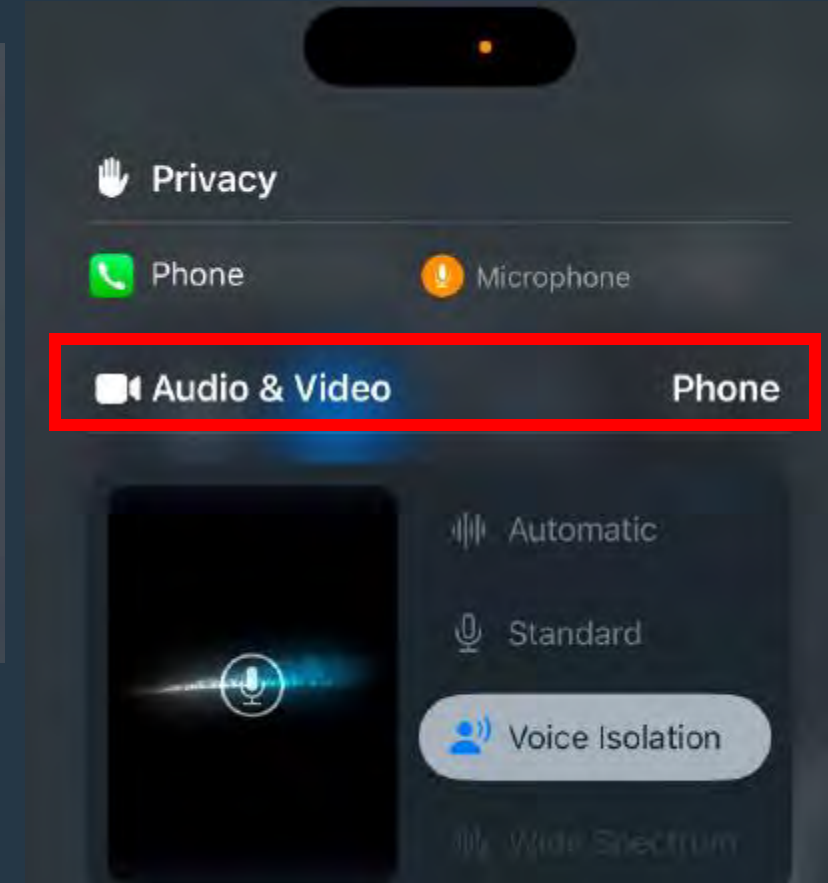
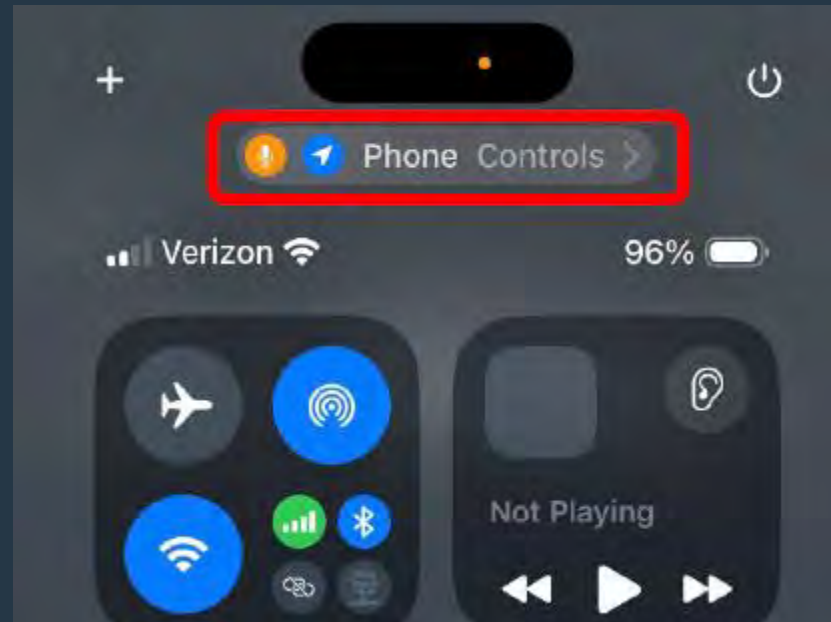
Tap Phone Controls

3

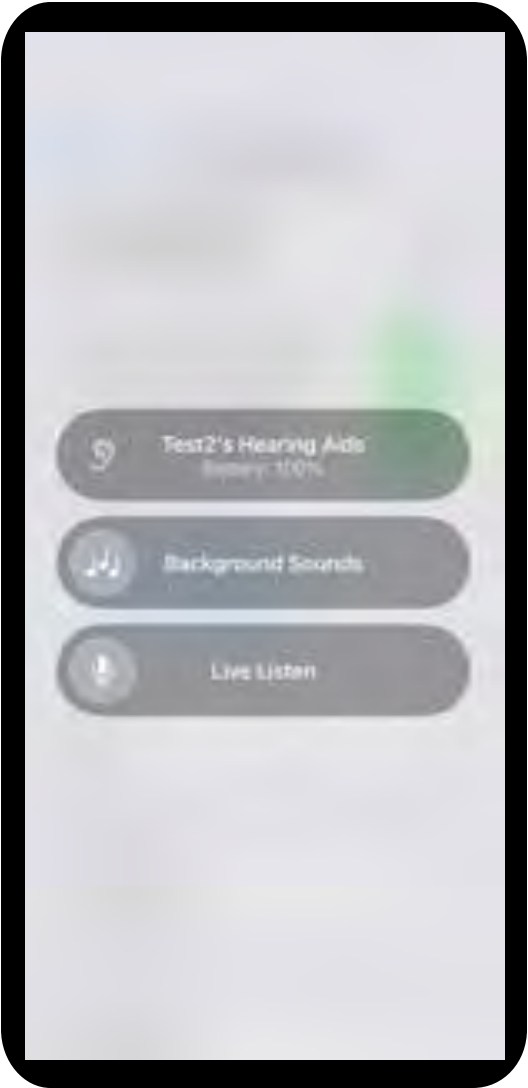
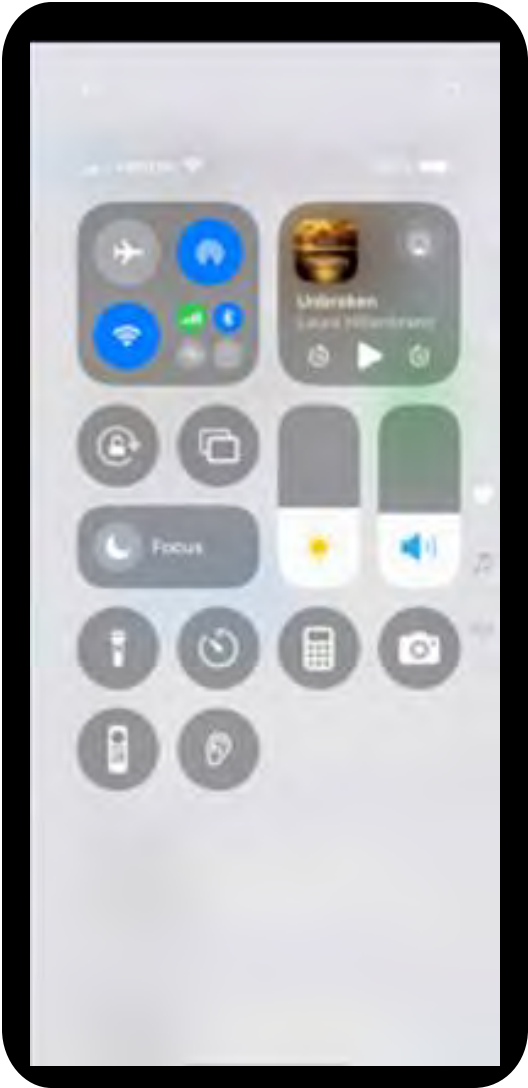
Tap Audio & Video and select voice isolation

4

End call and turn Bluetooth on



Turn off Hands-Free:



Select Mic input: off

● Right Instrument

ReSound Nexia 7 NX760S-DRWC
RIE **1 LP** Receiver



→ Copy ←

● Left Instrument

ReSound Nexia 7 NX760S-DRWC
RIE **1 LP** Receiver



☐ Enabled

Flight Mode Control ⓘ

☐ Enabled

☒ Enabled

TapControl ▾ ⓘ

☒ Enabled

☒ Enabled

Hands Free Control ⓘ

☒ Enabled

Button Options ^

Volume Up ▾

Short Button Push

Volume Down

Change Program ▾

Long Button Push

Activation of Streaming



- Pairing



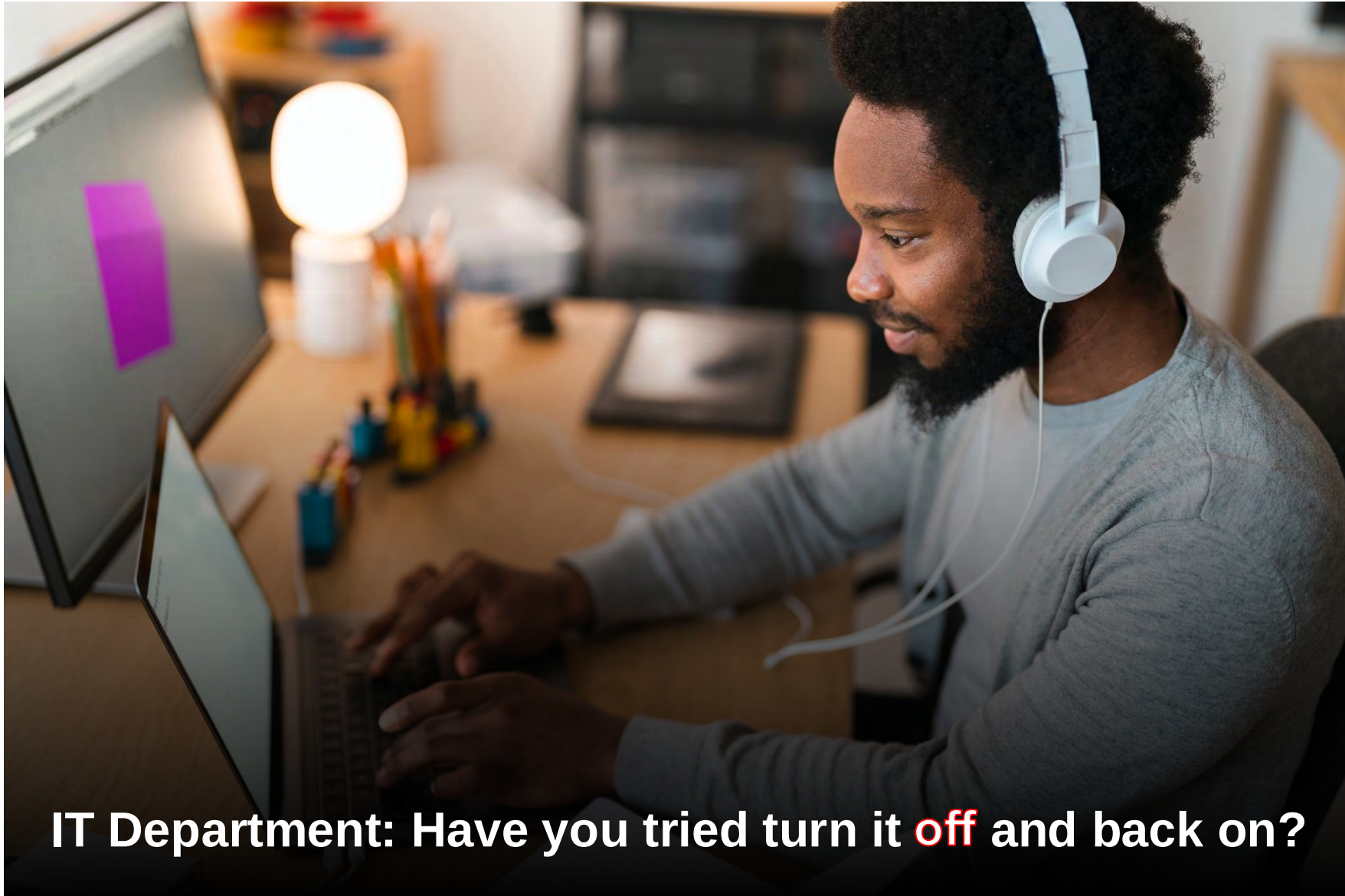
- Phone calls



- Troubleshooting



First Solution:



IT Department: Have you tried turn it **off and back on?**

“I have to re-pair my hearing aids to the phone all the time. They never stay connected.”

1

Turn off hearing aids

2

Forget hearing aids

3

Turn off Bluetooth, airplane mode on,
close open apps

4

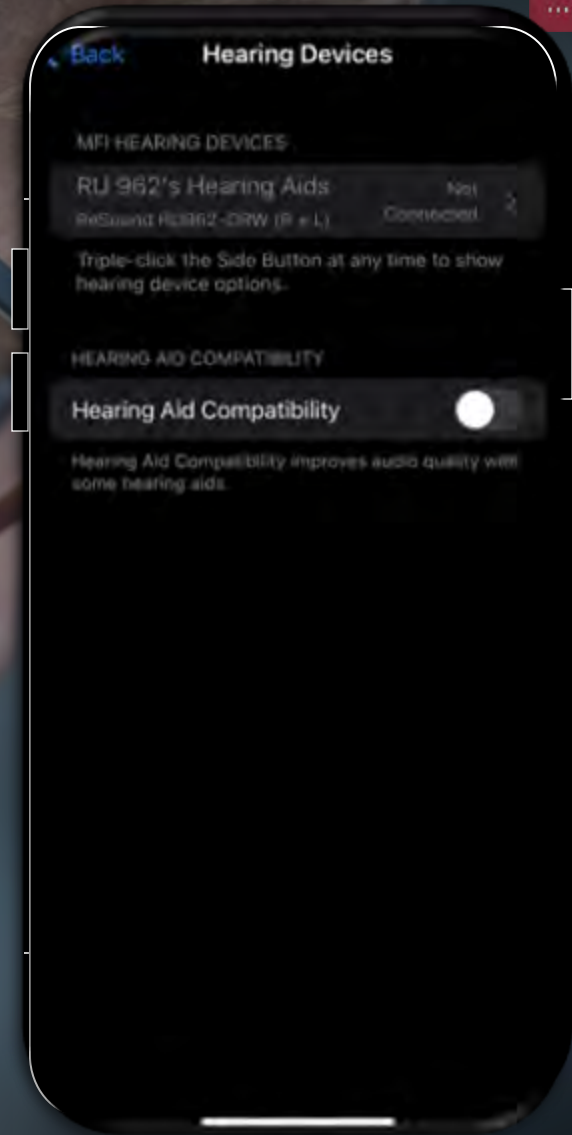
Hard reboot of phone

5

Turn Bluetooth on

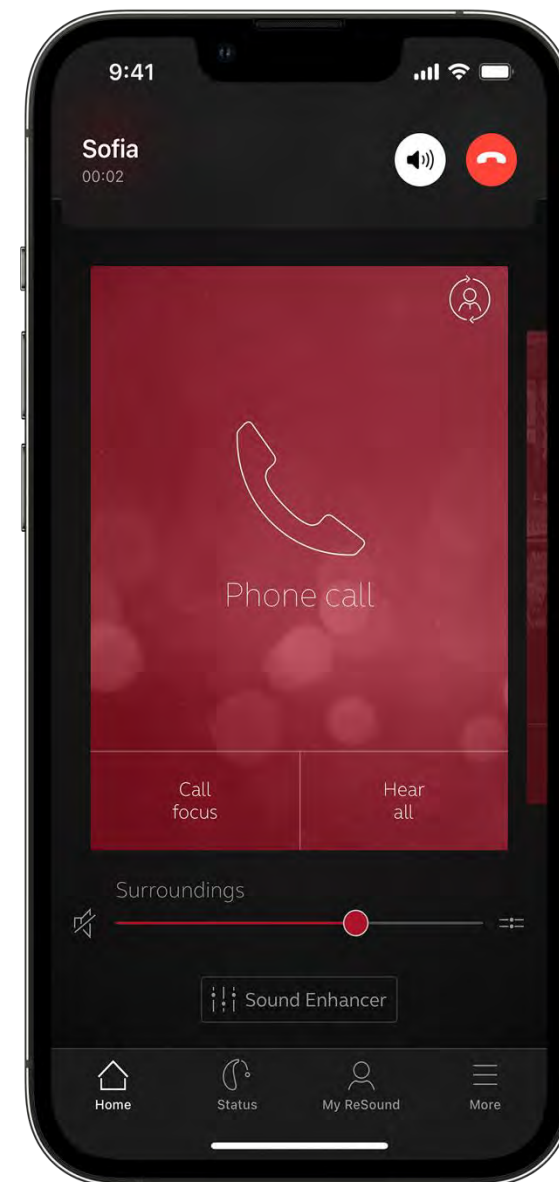
6

Check to see if hearing aid still paired



Other settings to check to strengthen connectivity

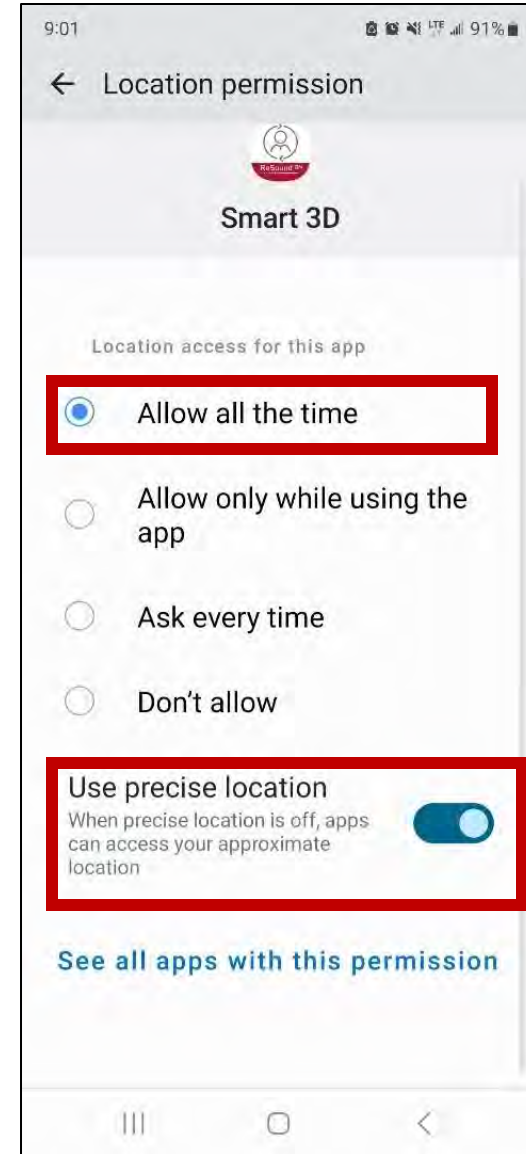
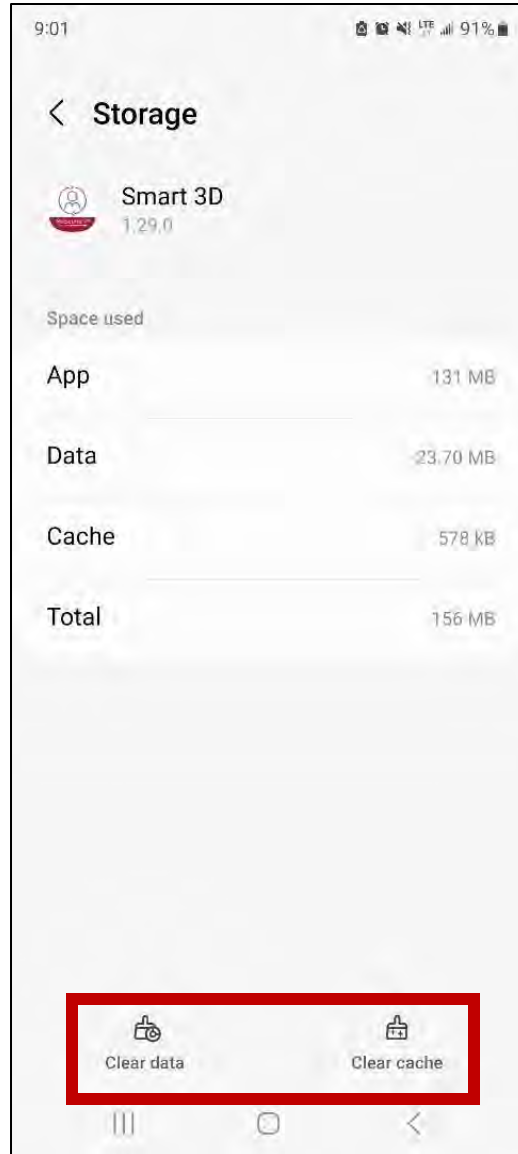
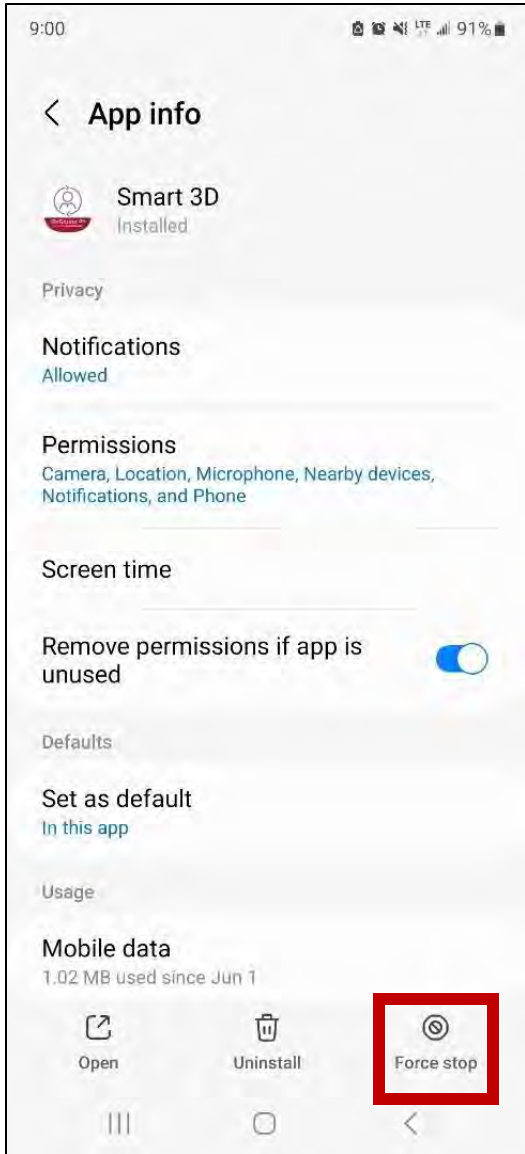
- Under “accessibility” --> audio/visual --> Noise cancellation should be OFF, mono audio should be OFF, balance lighter needs to be in the middle
- Under hearing devices --> MFi devices --> automatic is most stable
- Under hearing devices, Turn off: 1. audio hand off 2. control nearby devices 3. hearing aid compatibility mode
- If its connection to the ReSound Smart 3D app, make sure that Optimize mifi is off.
 - In the app, go to the More section and turn off Optimize mifi



For Android:

Make sure devices were not paired through BT menu. We pair only in the app.

1. Remove the hearing devices in Bluetooth menu, shut off Bluetooth
2. Go to Settings and the Apps
3. Go to ReSound Smart 3D app
4. Tap on Force Stop and then say 'ok',
5. Go to Storage and clear data and clear cache
6. Go to Permissions and then Location and make sure it is on All the Time and on Precise location
7. Clear background apps
8. Reboot phone
9. Turn on phone and turn on Bluetooth. Pair devices in app



“When I listen to music, it doesn’t sound as good as my earbuds. The streaming sound quality is thin.”



Pair New Generation Accessory



Remote Control
Remote Control

Remove



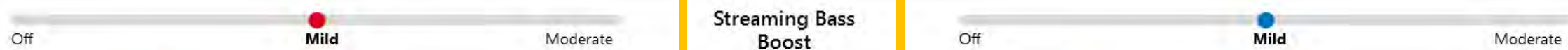
TV/Micro-Multi Mic A
Multi Mic
Channel 1

...

Phone Accessories

Remote Hearing Aid Update ⓘ ☒ On ☐ Off

Linked



How to avoid being a phone tech?

ReSound Consumer Support Line: 888-735-4327

- For all things accessories, Apple and Android
- Add it as a contact in patient's phone: "ReSound Support"

Have front desk ask if the issue is related to connectivity and send them to consumer support line rather than your voicemail:

"(Name) is with patients right now. Rather than you waiting around all afternoon for her to call you back, call the consumer hotline. They are waiting for you to call them. Their number is listed as "ReSound Support" in you cell phone's contact list.



Download the
ReSound Smart 3D
app today.



For assistance, call ReSound Consumer Technical Support at (888) 879-7036.

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GN Making Life Sound Better



MK604823Rev D 2023.01

Direct streaming QR compatibility code

- What is it?

Convenient way to check your patient's phone for direct streaming capability with ReSound hearing aids.

- How does it work?

Simply scan QR Code with patient's phone and one of two messages will appear:

- Congratulations, your device is compatible!
- Unfortunately, your device is not compatible.

- What does it mean?

- Compatible devices – Patients can connect device to ReSound hearing aids and direct stream. They will be prompted to download ReSound Smart 3D™.
- Not compatible devices – ReSound technology is not currently compatible with patient's device. A trouble shooting message will be given on common reasons why it is not compatible.

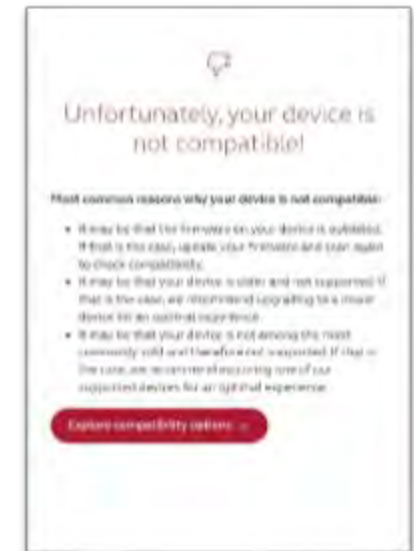
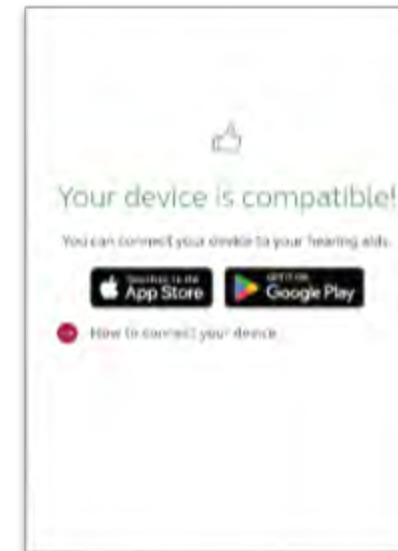
- Where do I find the QR code?

Available online at: resound.com/en-us/help/compatibility

Ask your ReSound representative for an in-office sign to promote!



BR00764 rev. 2023.12



For further information please contact:

ReSound Customer Care at 1-800-248-4327

Additional resources:

Territory Sales Manager

Inside Sales Manager

Field Training Audiologist

Remote Training Audiologist