

ReSound Government Services May 2025 What's new on contract?

Webinar FAQs

- How to ask a question:
 - Click Q&A, type your question and Send.
- Where to get the handout:
 - Download from Pending Courses
 - Or Click on link from Chat
- How to earn CEUs:
 - After the course, go to your Pending Courses on AudiologyOnline and pass the multiple-choice exam. Must have paid membership to earn CEUs.
- For assistance or tech support:
 - Call 800-753-2160
 - customerexperience@continued.com
 - Use the Q&A window



Learning outcomes

After this course, participants will be able to:

1 Identify the new features of ReSound Vivia™.

2 List the patient benefits of Intelligent Focus.

3 Describe how to use Auracast Assistant.

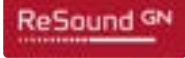


Empowering hearing evolution

Discover our most intelligent solution yet

START

Exciting contract updates



New

ReSound Vivia

- Rechargeable microRIE
- Non-rechargeable 312 RIE
- Non-rechargeable 13 RIE

ReSound Vivia CROS Transmitter

- Rechargeable microRIE

ReSound Smart Fit™ 2.1 fitting software

ReSound Smart 3D™ app (v.1.39)

Continued offerings

ReSound Nexia

- Rechargeable Micro RIE
- Non-rechargeable 312/13 RIE
- Rechargeable Micro RIE CROS Transmitter
- Rechargeable BTE
- Rechargeable BTE CROS Transmitter
- Rechargeable Custom
- Non-rechargeable Custom
- Non-wireless CIC

ReSound OMNIA

- Rechargeable Mini RIE
- Rechargeable RIE

ReSound LiNX Quattro

- Non-rechargeable BTE

ReSound ENZO Q

- Non-rechargeable HP BTE
- Non-rechargeable SP BTE

Wireless accessories

Where will you join us?



[Forms and Documents](#)

[Products and Support](#)

[Seminars and Training](#)



Seminars and Training

Each year, ReSound hosts numerous Government Services national seminars and training opportunities for Government Audiologists.

For additional resources, please visit [Audiology Online](#) for a list of live and on-demand training courses or visit the [ReSound YouTube page](#) for patient tutorial and support videos.



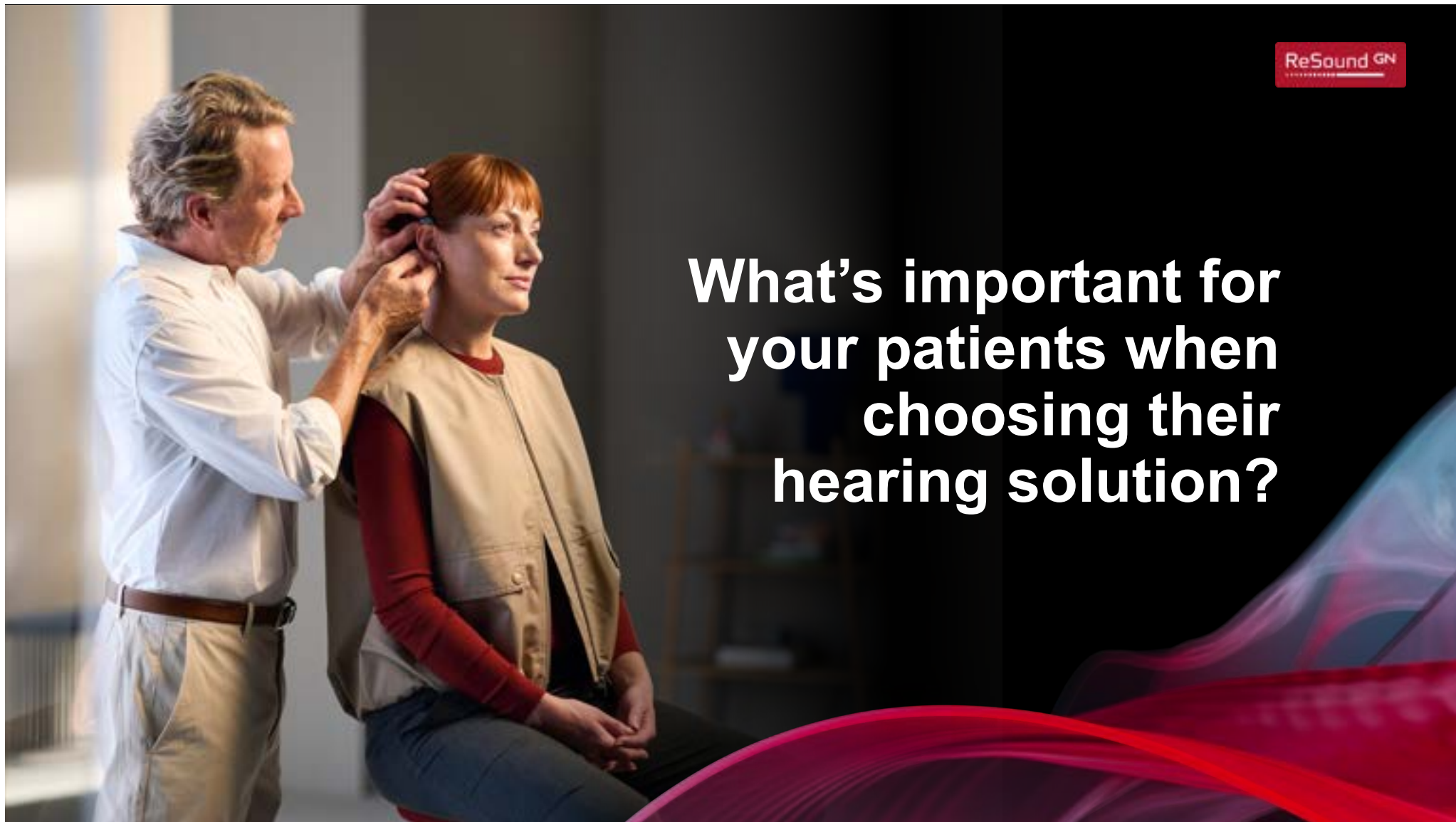
ReSound Government Services - National Seminars

National Seminar: New Orleans: May 14 - 16, 2025

National Seminar: Savannah: July 16-18, 2025

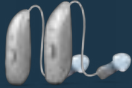
Technician Training: Minnesota: September 17 - 19, 2025

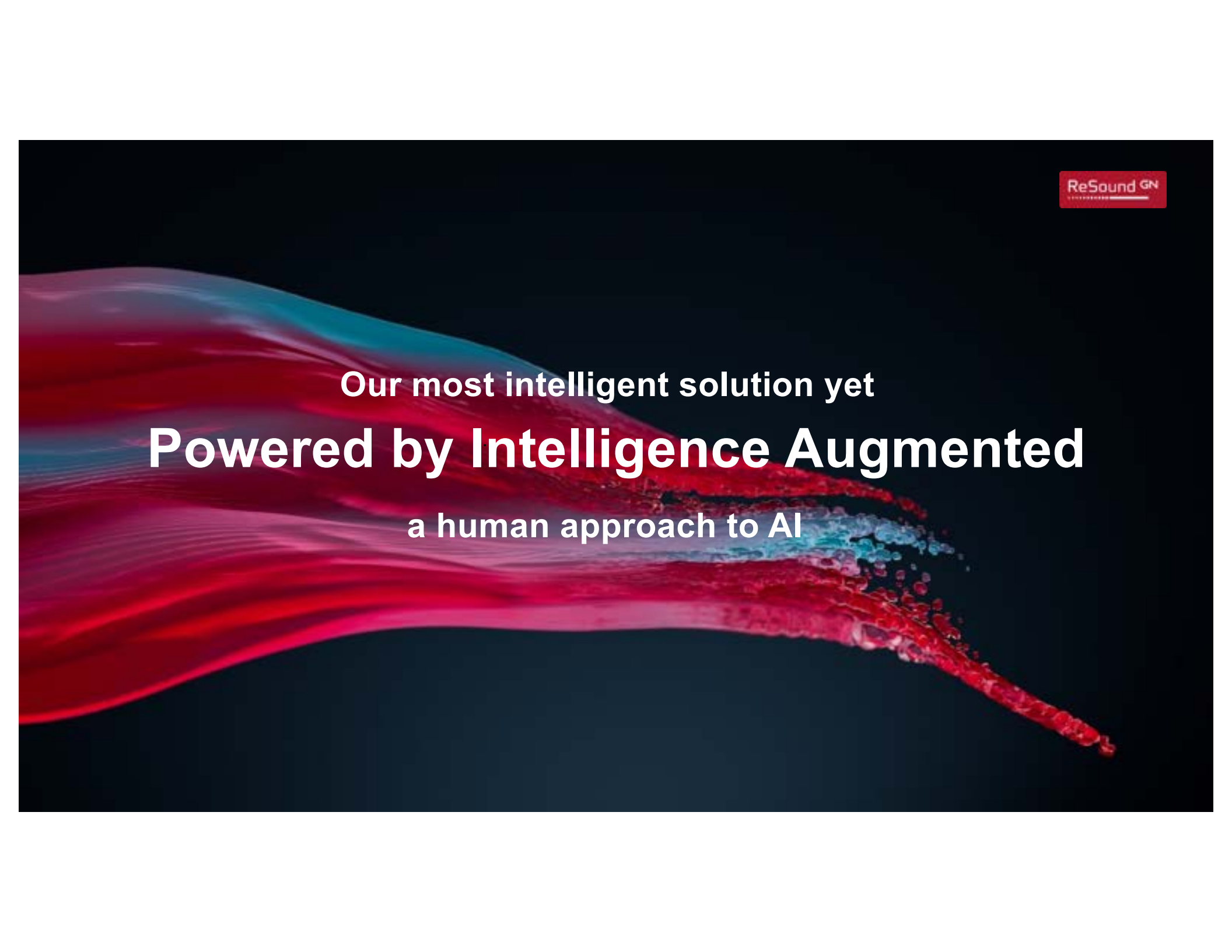
**What's important for
your patients when
choosing their
hearing solution?**





ReSound products on contract

		Bluetooth® Low Energy (LE) Audio & Auracast™	Intelligent Focus
ReSound Vivia™			
ReSound Nexia™			
ReSound OMNIA™			
ReSound LiNX Quattro™ and ReSound ENZO Q™			



Our most intelligent solution yet
Powered by Intelligence Augmented
a human approach to AI

ReSound Vivia

**Sound is more vivid than
ever with Intelligence
Augmented – a human
approach to AI**

ReSound GN



Our most intelligent solution yet



**ReSound
Smart Fit™ 2.1**



**Replaceable
microphone filters**



SureFit 3



**Bluetooth® LE
Audio & Auracast™**



**Intelligent
Focus**

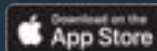
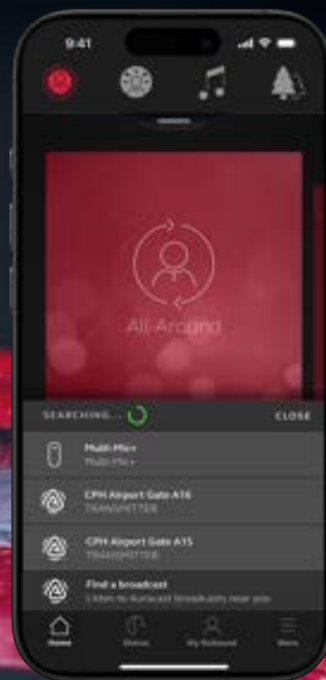
ReSound Vivia™



ReSound GN

ReSound Vivia

Sound is more vivid than
ever with Intelligence
Augmented – a human
approach to AI



World's best for hearing in noise

Spotlight speech, eliminate distraction without cutting the patient off from the world¹⁻⁴

World's smallest AI hearing aid

with all-day wearing comfort & all-weatherproof design⁵⁻⁶

All-day battery – with no tradeoffs

20 hours with average use of streaming and Intelligent Focus⁷

Made for Bluetooth LE Audio and Auracast

Clearer Bluetooth experience ever and world's first Auracast Assistant enabling Auracast for all⁸⁻⁹

1) Groth & Cul (2023) + Jespersen et al (2024) 2) Cul & Groth (2024) 3) Jespersen (2024) 4) Jespersen, Dieu & Rubachandran (2024) 5) GN miniaturization designs – GN Proprietary data on file (2025) 6) GN Proprietary data on file (2025) IP68 rated and nano-coating design. 7) GN Proprietary data on file (2025) 8) Bluetooth SIG (2024) 9) With Auracast Assistant you can connect to any Auracast stream with the Smart 3D app to enjoy Auracast streamed sound via your hearing aids – even if your smartphone is not Auracast compatible. GN Proprietary data on file (2025)

World's smallest AI hearing aid



DNN – Intelligent Noise Tracker
Intelligent Focus



VI960S -DRWC

microRIE

Rechargeable



Clear Focus



VI961 -DRW



VI962 -DRW

Standard RIE

312, 13 battery



Clear
Focus

+



Intelligent Noise
Tracker

=



Intelligent
Focus

ReSound Vivia CROS Transmitter

CROS Transmitter



VI160S -DRWC

microRIE

Rechargeable



VI960S -DRWC

VI961 -DRW

VI962 -DRW

microRIE

Rechargeable

Standard RIE

312, 13 battery

Aligned hearing aid basics

Replaceable microphone filters

for ReSound Vivia

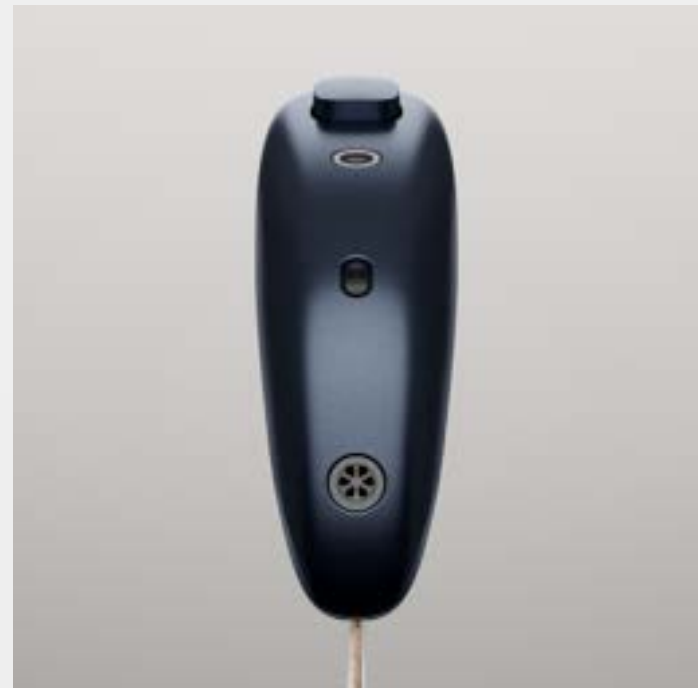
Replaceable microphone filters

Smaller design to fit RIE hearing aids therefore not interchangeable with current BTE/M&RIE replaceable microphone filters

Grey colored microphone filter provides best visual appearance across all hearing aid color options

Replacement filters are easy to identify via a green tool and light green package

Same performance and replacement process as current BTE/M&RIE microphone filters



SureFit 3 receivers with autodetection



M&RIE



LP



MP

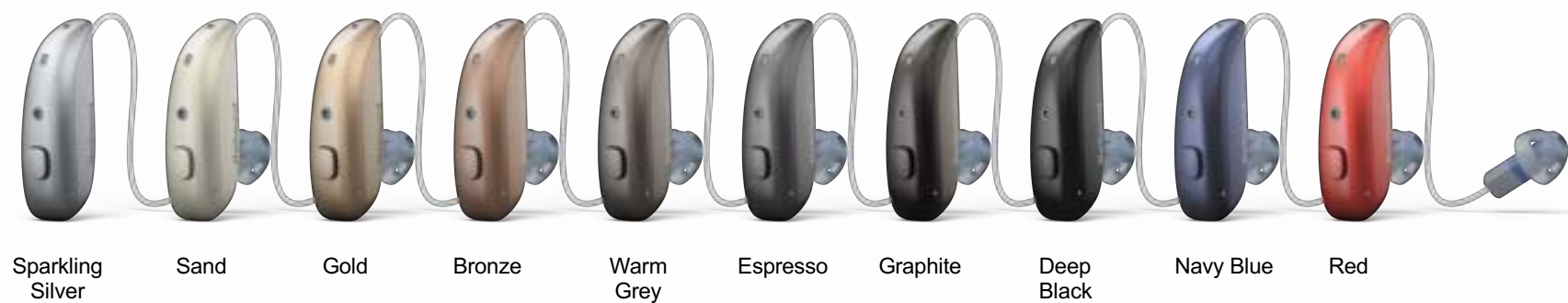


HP



UP

New colors



All-weatherproof IP68 inside & out,
including receivers

Intelligence Augmented

A human approach to AI



Artificial Intelligence (AI)

Machine learning

Allows computers to make predictions or recommendations by learning data over time



Environmental Classifier

Deep learning

Advanced type of machine learning that analyzes large, complex amounts of data in ways that are inspired by the human brain



Check My Fit

Deep Neural Networks (DNN)

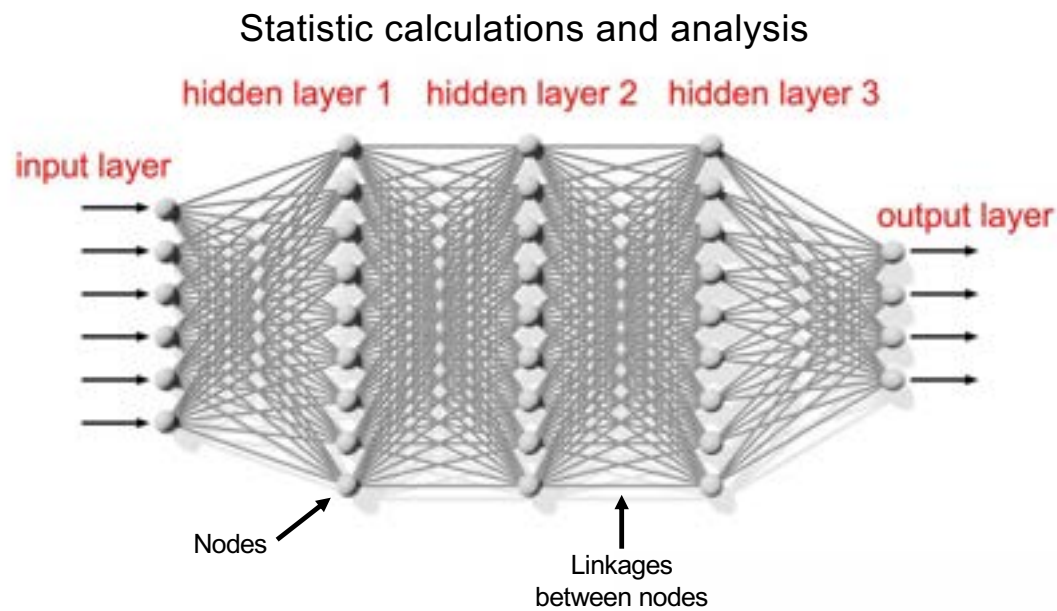
The “muscle” behind deep learning –a layered structure of connected “nodes” or “neurons.” Each layer processes data step-by-step to recognize complex patterns



Intelligent Focus

What is a Deep Neural Network?

A deep neural network (DNN) is an artificial network attempting to mimic how the human brain functions.

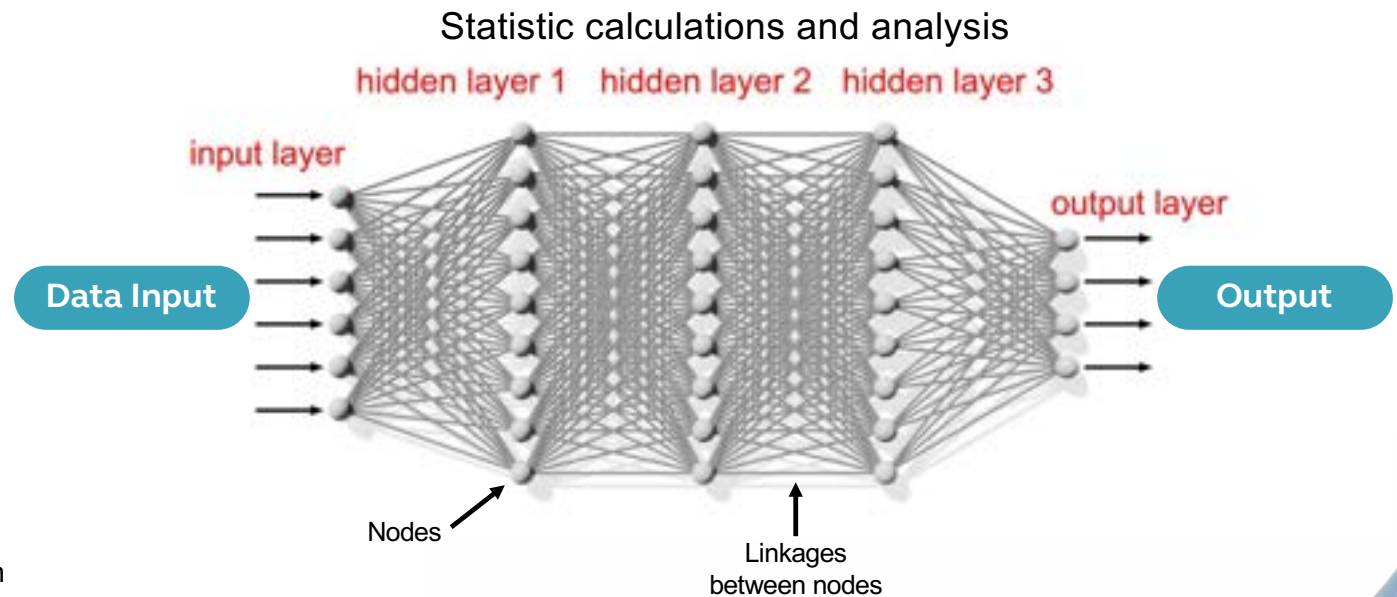


DNN learning

- 1 Input data into a DNN.
- 2 The DNN analyzes the data.
- 3 Analysis results in an output, which is a predication of the data.
- 4 Was the prediction correct?

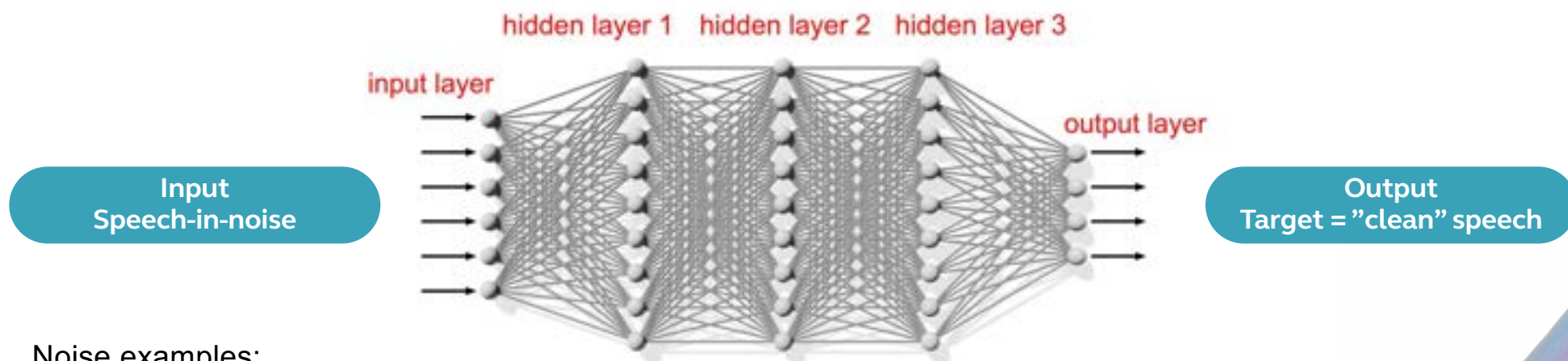
Yes - the network is starting to learn.

No - provide more data and let the network try again.



ReSound DNN

Statistic calculations and analysis
of tuned sound parameters



Noise examples:

- Traffic noise
- Airplane noise
- Multi-talker babble
- Cafeteria noise

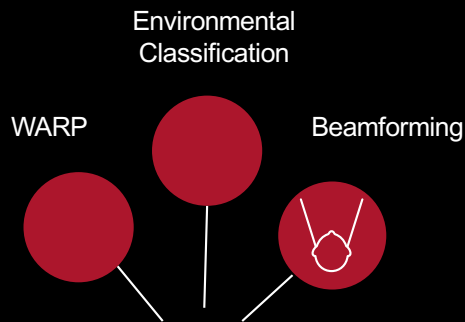
DNN training process

- 1 Noise-free samples of speech were introduced as the target for “clean” speech for the DNN to learn to reproduce.
- 2 Millions of real-life speech-in-noise samples were introduced to the DNN.
- 3 The DNN calculated the errors in earlier attempts at noise removal. It then adjusted the weighting of nodes and applied learnings in future rounds of training.
- 4 The DNN gradually improved its ability to remove noise through multiple rounds of exposure to the speech-in-noise samples.
- 5 The cycle continued until the reproduced signal was judged “clean” and the DNN was satisfactorily trained.

ReSound Vivia with DualChip

The highest form of Intelligence Augmented

Intelligent Focus



Intelligent Noise Tracker
DNN Noise Reduction



360 Chip
Co-processor

DNN Chip
Co-processor

Human brain
Core processor

Intelligent Focus

DualChip, Triple Processor

ReSound GN

Co-processor

360 Chip

Classifying sounds &
automatic hearing all-around

Co-processor

DNN Chip

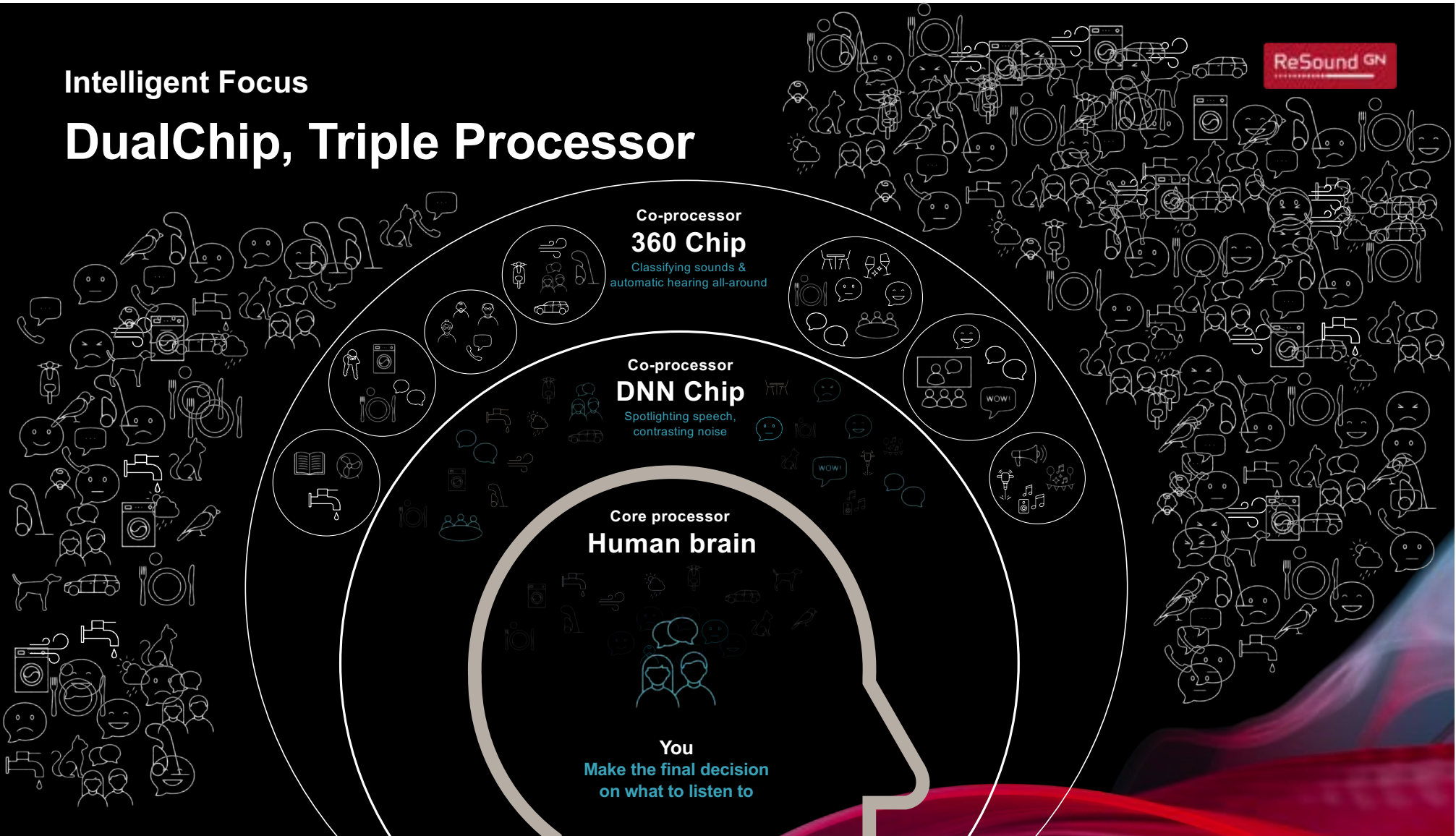
Spotlighting speech,
contrasting noise

Core processor

Human brain

You

Make the final decision
on what to listen to



Intelligent Noise Tracker

DNN noise reduction

We've trained the DualChip on

**13.5
million**

speech sentences

We've worked across

**3.9
million**

tuned sound parameters

So, the DualChip can do

**4.9
trillion**

operations per day

**So advanced and efficient,
it fits into the smallest AI hearing aid***

360 Chip + DNN Chip measurements, GN Proprietary data on file (2025)
*Compared to other leading brands with 4-mic beamformer and DNN noise reduction



ReSound GN

ReSound Vivia with DualChip

**17 times more efficient
than other leading
hearing solutions with AI***

*Compared to other leading brands with 4-mic beamformer and DNN noise reduction
Jespersen 2025.

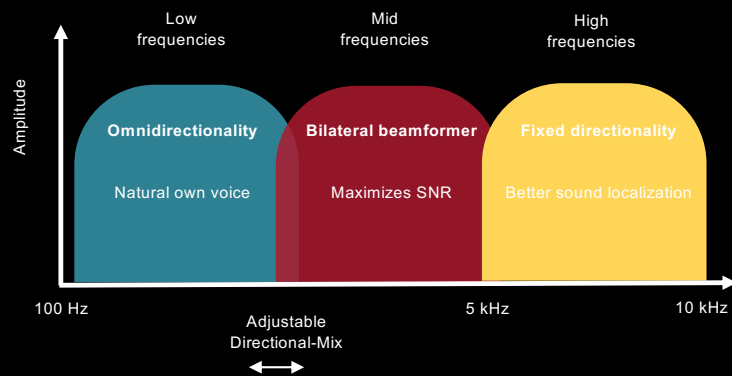
Intelligence Augmented

Help, not replace the human

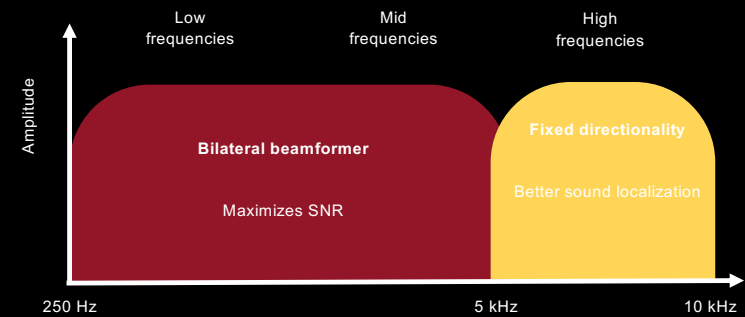
Industry's most narrow directional beamwidth*

ReSound GN

360 ALL-AROUND



NEW CLEAR FOCUS



Program 1: All-Around 360 All-Around



Industry's best hearing in noise without cutting you off from sounds around you¹



Industry's most narrow beamformer to spotlight speech in front²

Click and see how it works



360 All-Around

Program 2: Hear in Noise Intelligent Focus



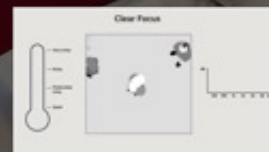
89%

Prefer Intelligent Focus when hearing in noise compared to legacy³

64%

Experience better hearing in noise compared to other leading AI hearing solutions⁴

Click and see how it works



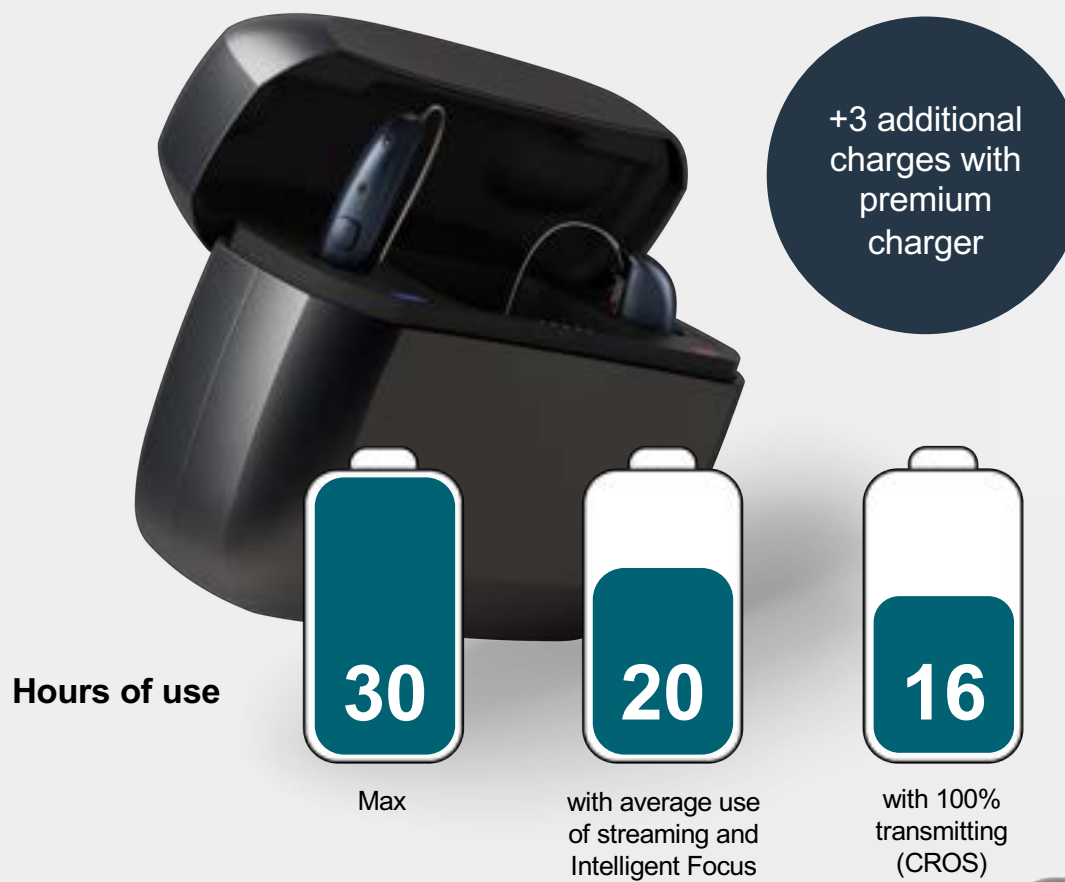
Clear Focus



DNN

1. Groth & Cui (2023) + Jespersen et al. (2024) ; 2. Cui & Groth (2024); 3. Jespersen (2024); 4. Jespersen, Dieu & Rubachandran (2024)

ReSound Vivia microRIE
All-day battery*



ReSound Vivia

The energy you need



Premium charger

- Provides up to 3 charges on the go
- Works as carrying case
- LED battery status indicator
- USB-C



Desktop charger

- Charges while connected to power cable
- Stylish, timeless design
- USB-C



Auracast for all

The future of universal connectivity

What is Auracast broadcast audio?



Classic Bluetooth

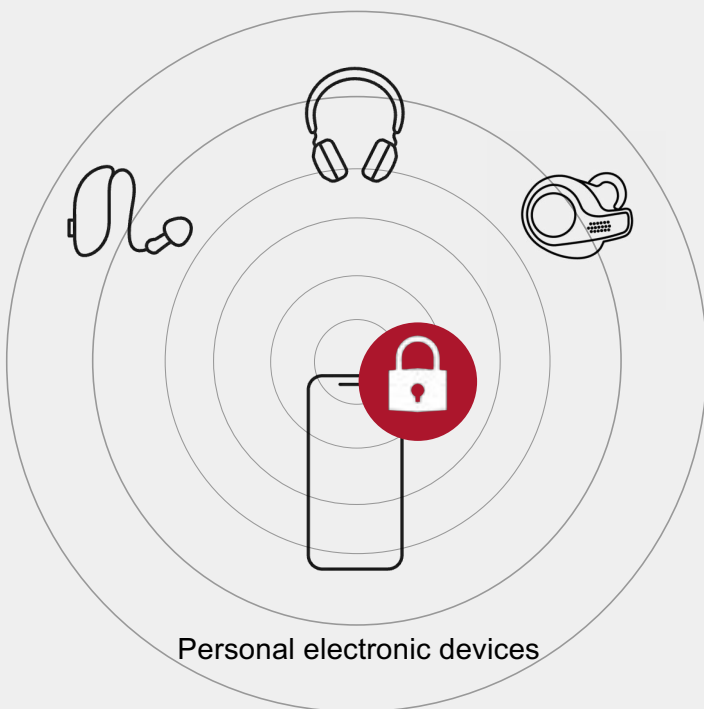
Only allows for one-to-one communication between devices



Auracast broadcast audio

Auracast allows electronic devices to broadcast audio simultaneously to an unlimited number of nearby audio devices with Bluetooth Low Energy (LE) Audio

Where can I enjoy Auracast?



Personal electronic devices



Public places

Auracast broadcast audio can be public for everyone or private with a password

Made for Bluetooth Low Energy Audio and Auracast
The future of universal connectivity is here

ReSound GN



At the movies



Conference venues



Public transport



Any TV you want



Electronic devices



Airports

ReSound GN

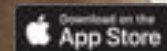


ReSound Smart 3D™ with
Auracast Assistant

World's first*

Connect to stream with the
new Auracast Assistant in the
ReSound Smart 3D app**

*GN Proprietary data on file
** From version 1.39

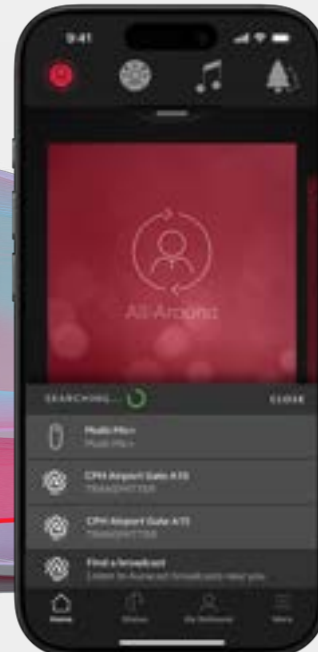


New ReSound Smart 3D app with Auracast Assistant



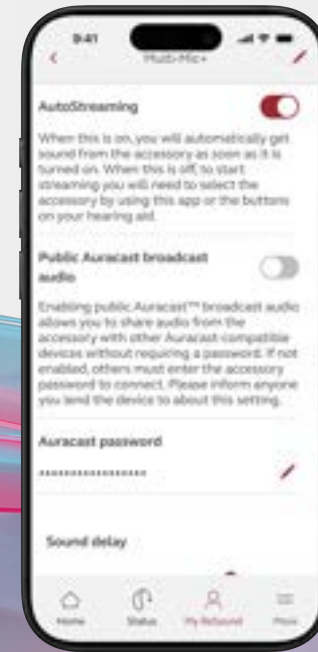
Available for all users

With iOS and Android™ devices compatible
with ReSound Smart 3D



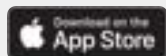
**Access both Auracast and
accessory streams in one list**

Available right at your fingertips



**Easily share Auracast streams with
family and friends**

Share and modify passwords to protect
your privacy when using the Multi-Mic+
and TV-Streamer+



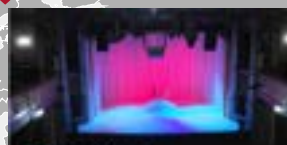
Auracast is coming to public venues



Lincoln Center NYC



Oslo Nye Theater



Sydney Opera House



“

Every week we get about 8 to 10 people with hearing problems. We should deliver theater to everyone and give them a nice experience.

*TG, Head of sound,
Oslo Nye Teater*



**How to
install?**



**How do I
connect?**

“

This is a dream come true. A dream of me being able to come back and enjoy theaters and cultural life in general.

MK, hearing aid user

“ The opportunity to hear my own music over Auracast was irresistible –and it exceeded my expectations. I could not be happier.

Richard Einhorn, composer

“ I was blown away. For first time I could hear the plucking on the cello and the violin.

Participant

“ The concert moved me to tears and left me speechless. What a game changer!

Participant

“ The fusion of art and technology is becoming seamlessly interconnected, creating a truly powerful experience.

Participant





“ Live music is one of life's greatest joys. But like many people with hearing loss, I've found my enjoyment has been dulled by poor sound quality or being restricted to certain seats. Hearing the beautiful music via Auracast was the crispest and clearest experience I've had in years. It was quite emotional to see the reactions from others with hearing loss at the performance. This is so important to drive forward accessibility.

Participant – hearing aid wearer

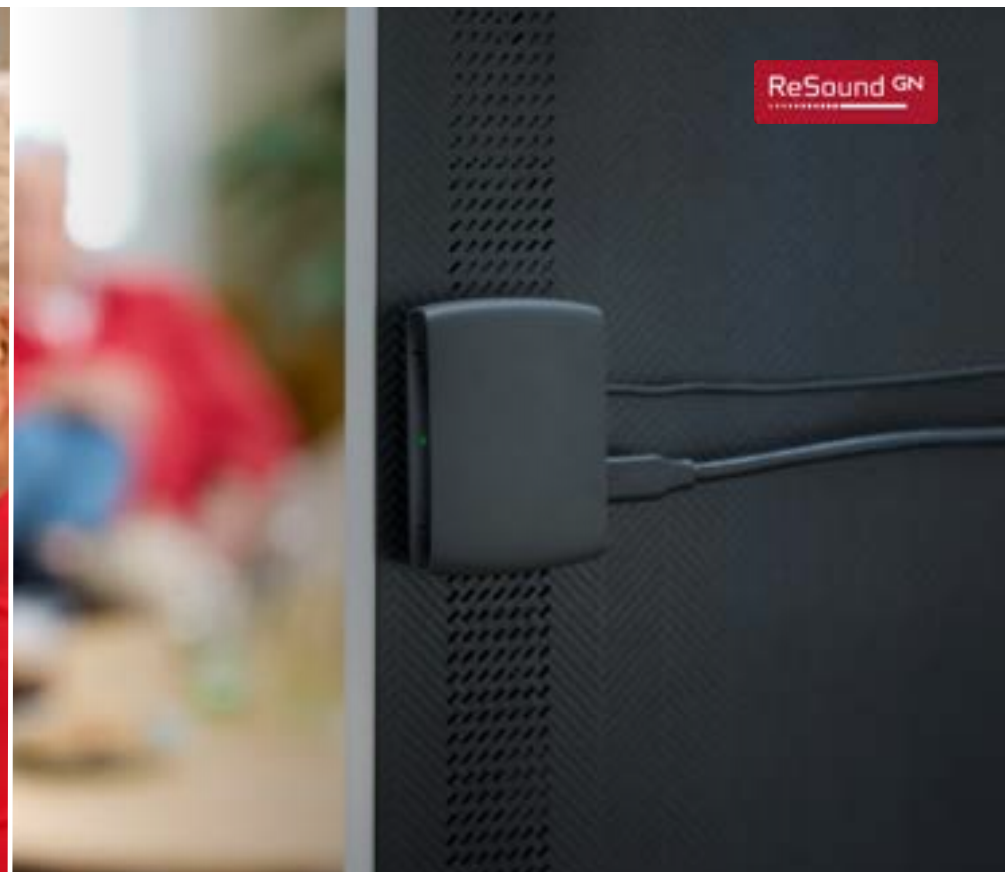
“ During our decade of renewal, we set out to improve accessibility at the Opera House and transform the live performance experience, inside and out. This exciting new technology builds on that momentum, helping us remove barriers to the arts and engage more meaningfully with the audiences around us.

Sydney Opera House, Senior Manager Impact Access & Operations



Multi-Mic+

With the world's first remote microphone featuring Auracast, educators, presenters, event hosts, and tour guides can broadcast their voice to multiple listeners.



TV-Streamer+

The TV-Streamer+ supports Auracast, allowing an unlimited number of Auracast-enabled devices to listen to a TV audio stream.

**Now with
AutoStreaming**

Configurable in the
ReSound Smart 3D app
and fitting software

Multi-Mic+

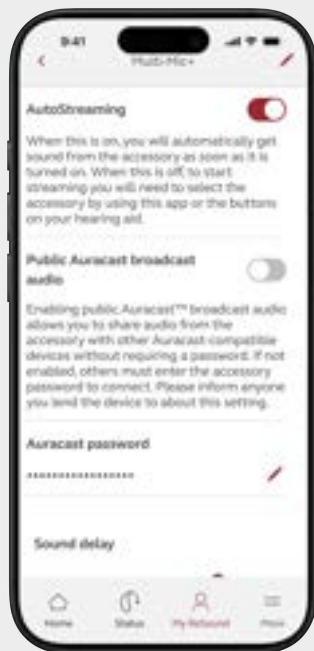
AutoStreaming
Default ON

TV-Streamer+

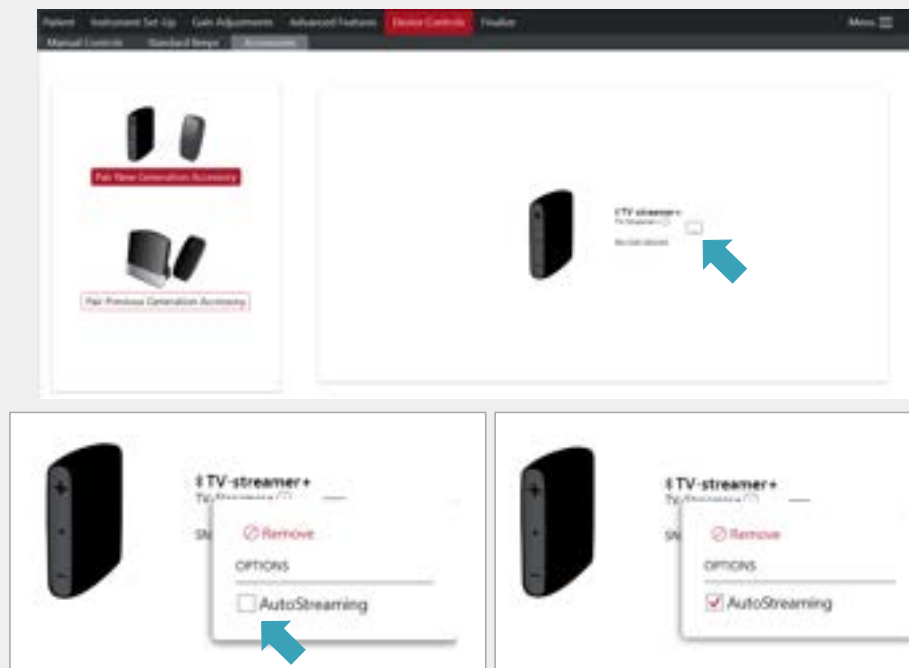
AutoStreaming
Default OFF

AutoStreaming

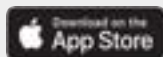
ReSound GN



Configure AutoStreaming under
My ReSound



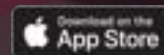
Configure AutoStreaming in
ReSound Smart Fit 2.1



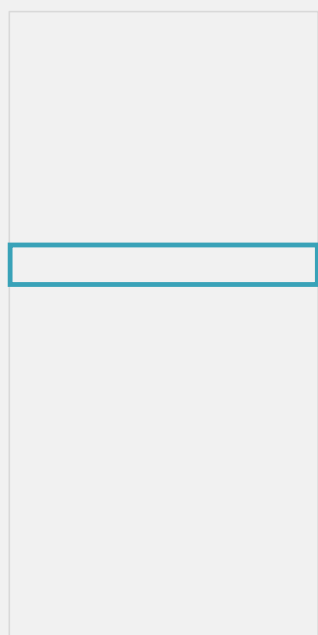
Auracast for all



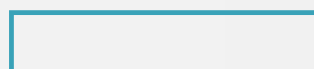
Bluetooth LE Audio and Auracast



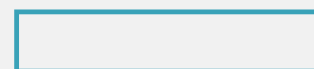
Find an Auracast broadcast



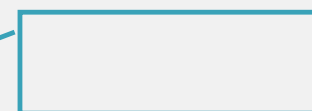
No wireless
accessories paired



One wireless
accessories paired



Two or more wireless
accessories paired



**Enhance your
fitting
experience**

ReSound GN





ReSound GN

Keeps getting easier



Easier to find the ideal hearing aid for your patients and check phone compatibility



New and improved look of toggles on user interface



Minor updates to the new home screen based on your feedback



Catalog screen

On-screen display of all filter categories with a new Technology Level filter.

Family

- ReSound Vivia
- ReSound Vivia CROS Transmitter
- ReSound Savi
- ReSound Nexia
- ReSound Nexia CROS Transmitter

[See more](#)

Technology Level

- ☐ 9
- ☐ 7
- ☐ 5
- ☐ 4
- ☐ 3
- ☐ 2
- ☐ 1

Other

- Based on Audiogram
- E2E
- HEI
- Telecoil
- Wireless
- Rechargeable

Style

- ☐ BTE
- ☐ RE
- ☐ MCI
- ☐ Custom

ReSound Vivia
a technology level, 12 models

ReSound Vivia 9
V9605-DRWC (RE)

ReSound Vivia 9
V9605-DRWC (microRE)
Dual Microphone - Wireless - Rechargeable

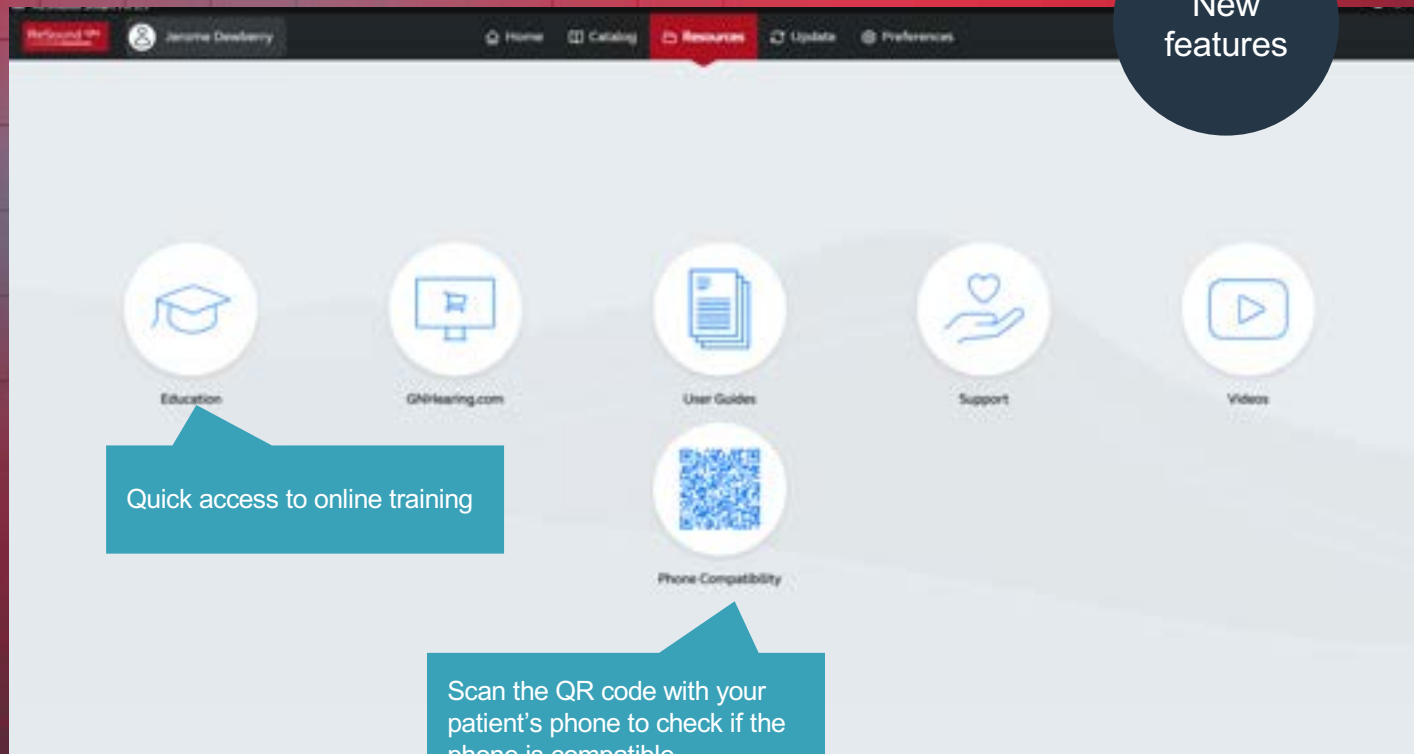
ReSound Vivia 9
V9605-DRWC (microRE)
Dual Microphone - Wireless - Rechargeable

Features **Specification**

[Order](#) [Simulate](#)

Resources screen

New
features



Quick access to online training

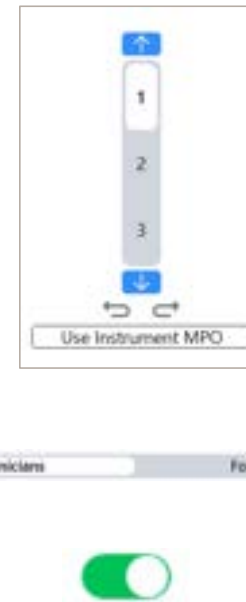
Scan the QR code with your
patient's phone to check if the
phone is compatible

Moving away from black & white controls

Previous versions



ReSound Smart Fit 2.1



Hear in Noise

ReSound Vivia microRIE

Advanced Features > Speech



Advanced Features > Comfort



ReSound Vivia 312/13 RIE

Advanced Features > Speech



Advanced Features > Comfort



Program Options



Dual device connections

Connect to ReSound Vivia hearing aids in ReSound Smart Fit 2.1 without disabling the mobile device Bluetooth connection for the patient's paired hearing aids.

Improved fine-tuning experience by allowing simultaneous connection to fitting software and paired mobile devices.

Discover our most intelligent solution yet!



World's smallest AI hearing aid



Intelligent Focus with DNN



DualChip



All-day battery



World's first Auracast Assistant



Industry leading CROS



AURACAST

89%

preference for Intelligent Focus when hearing in noise³



Clear Focus

New colors



Replaceable microphone filters



Now with AutoStreaming

3 RIE styles



ReSound Vivia: World's best for hearing in noise¹⁻⁴

1) Groth & Cui (2023) + Jespersen et al (2024); 2) Cui & Groth (2024); 3) Jespersen (2024); 4) Jespersen, Dieu & Rubachandran (2024)

Making connections to support easy

Veteran assistance for pairing, connecting,
and troubleshooting support for ReSound:

- MFi
- Android
- Apps
- Wireless accessories

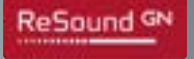
1-888-879-7036

Monday – Friday

7:00AM – 6:00PM CST

Note: All audiological questions will be directed back to the
VA audiologists

Resources for you and your patients



<http://www.gs.resound.com>
www.resound.com/compatibility



<http://www.youtube.com/user/ReSoundUS>



[@resoundus](#)



[@gnresound](#)



ReSound GN

ReSound Vivia

Empowering hearing evolution

ReSound Government Services
1-800-392-9932
gs.resound.com

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