ReSound Government Services: November 2026 – What's New on Contract

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Key Takeaways

Key Takeaway	Clinical Implication
Hearing in noise is the number one patient challenge	90% of patients struggle to follow a conversation with background noise, and 80% find it challenging when more than two people are talking.
Patients define a good hearing experience in four ways	Hear exactly what you want, speech clarity above all, noise reduced but not eliminated, and no effort or manual adjustment.
AcoustIQ delivers the most accurate real-time sound sensing	It classifies the environment and engages the right features right away, so patients get the support they need as they move between listening environments.
Narrow 4-mic beamforming keeps the patient in control	Patients focus on the speech they want to hear by looking at the talker; speech clarity in noise improved for 83% of users.
Automatic DNN denoising works inside the All-Around program	It engages when needed, was 17x more efficient than another leading premium DNN solution, and improved conversations for 80% of users.
Intelligent All-Around uses three listening modes	Spatial Cue Preservation, Better Ear, and Speech Intelligibility change smoothly and automatically as the environment changes.
ReSound Sensia is a new Premium family in many styles	microRIE, RIE, and custom styles plus a microRIE CROS Transmitter; 10 RIE colors, IP68 rating, and up to 30 hours of maximum battery life.
Dedicated bimodal solutions focus the Smart Hearing Alliance	ReSound Sensia Bimodal microRIE and ReSound Enzo IA Bimodal Super Power BTE work with compatible Cochlear sound processors.
Bimodal hearing aid use is more likely to continue with a smart bimodal solution	In a survey of 360 bimodal patients, 89% with a Cochlear and ReSound Smart Bimodal Solution continued hearing aid use, compared with 11% with a non-compatible hearing aid.
ReSound Smart Fit 2.4 simplifies fitting	Vertical navigation, fitting options on the fitting screen, more Resources content, and a new Tools screen; NAL-NL3 and dedicated bimodal devices are supported.

Course Content

Learner Outcomes

After this course, participants will be able to:

- Describe ReSound Sensia products and features.
- Identify dedicated ReSound bimodal fitting options.
- List ReSound Smart Fit 2.4 updates.

Welcome and Products on Contract

Products on the November contract include the new ReSound Sensia microRIE, RIE, and custom hearing aids, a microRIE CROS Transmitter, and dedicated bimodal solutions supported by the newest version of the fitting software, ReSound Smart Fit 2.4.

- Super power BTE fitting needs continue to be supported by the rechargeable ReSound Enzo IA and the non-rechargeable ReSound ENZO Q models.
- Standard and power BTE options are available in the ReSound Nexia family, along with RIE and custom options. ReSound Vivia RIEs also continue to be available.
- Wireless accessories include the TV-Streamer+, Multi-Mic+, Remote Control, and TV-Streamer 2.
- This presentation focuses primarily on the newest ReSound Sensia models and the dedicated bimodal solutions.
- ReSound Government Services also offers national seminars and other training options, which are listed under Seminars and Training.

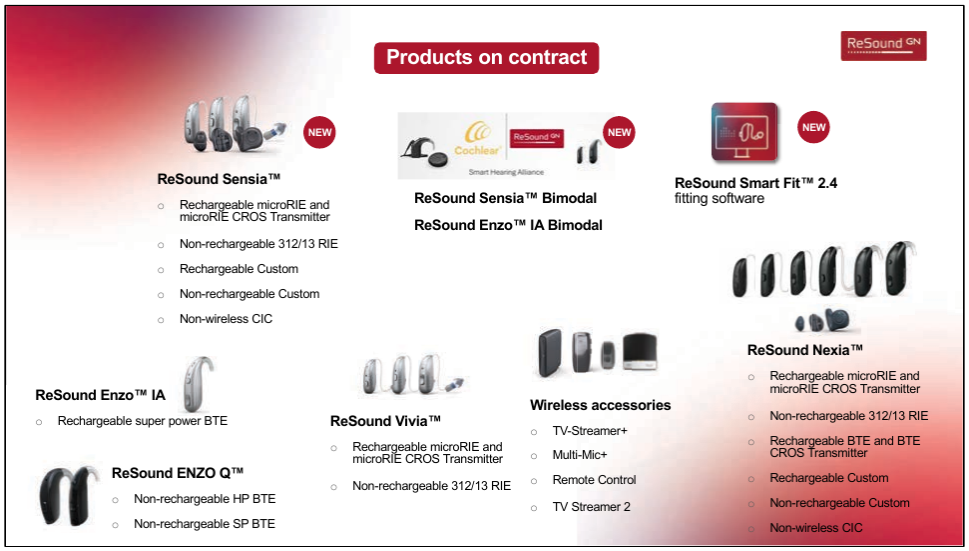


Figure 1. Products on the November contract, with new products and Smart Fit 2.4 marked.

What Patients Are Telling Us

To define “what the best sounds like,” ReSound looked beyond the lab, listened to patients, and aligned with their real-world experiences and expectations. Hearing in noise remains the number one challenge:

- 90% of patients struggle to follow a conversation when there is background noise.
- 80% find it challenging when more than two people are talking.
- 73% struggle to understand a speaker in large rooms such as classrooms, lecture halls, or community spaces where acoustics are poor.
- 77% struggle to clearly hear daily digital media, such as TV, radio, or social media.

Four Expectations of a Good Hearing Experience

Patient Expectation	What Patients Want
Hear exactly what you want	Hearing aids should not amplify the wrong sounds, such as clinking plates or background music, instead of the conversation the patient is trying to focus on.
Speech clarity above all	Patients want to hear and understand what people are saying without having to strain.
Noise is reduced, not eliminated	Radically cutting out all background noise feels unnatural and isolating. Patients want to stay connected to their surroundings without noise overwhelming the voice they are listening to.
No effort, no adjustment	The ultimate achievement is when a patient says, “I want to forget I’m even wearing them.”

Introducing ReSound Sensia

ReSound Sensia is the newest and most advanced ReSound hearing aid platform, and the family introduces the world’s smallest AI hearing aids.

- A new Premium family: an extended Premium family spans multiple form factors, from RIE styles to a full range of Custom solutions, plus a leading CROS solution for single-sided hearing loss. This offers flexibility to fit a broader range of patient needs within one premium tier.
- A new AI platform: built to lead in hearing in noise, it features automatic DNN denoising technology that separates speech from noise with no manual adjustments needed.
- A simpler way to fit: ReSound Smart Fit 2.4 streamlines navigation, makes features easier to locate, and makes in-clinic workflows more efficient.
- Bimodal connections: a new generation of bimodal connectivity through the Smart Hearing Alliance, with a dedicated bimodal solution for Cochlear implant users.
- Listening comfort: ReSound Sensia provides the world’s best feedback management, eliminating feedback without compromising gain and providing up to 6 dB more stable gain. Intelligent Focus is proven to provide low listening effort.
- Auracast: ReSound Sensia comes fully ready to connect with Auracast.

Tested, Preferred, Proven

Validation Step	What It Means
Tested	Technology is tested in real-world scenarios, backed by solid science, system performance metrics, and strict lab validation, not only simulated data.
Preferred	In preference and behavioral studies, real users chose the ReSound solution over other brands because it lets them hear what matters most to them in daily life.
Proven	Hörzentrum Oldenburg independently validated the delivery of better hearing in real-life moments, specifically hearing in noise and lower listening effort.

The Technology Behind ReSound Sensia

A Trio of Technologies

The new AI platform is based on how patients listen and what they need most: clear speech, access to relevant sounds, and an effortless listening experience, all automatically. A trio of technologies operates together:

- AcoustIQ is the most accurate real-time sound sensing, classification, and feature engagement system.
- 4-mic beamforming highlights the speech patients want to hear, improving speech clarity in noise for 83% of users.
- A new automatic DNN denoising approach provides the best audibility and low listening effort, improving conversations for 80% of users.

In a noisy environment, AcoustIQ first senses the environment and engages the best supporting features. The 4-mic beamformer lets patients focus on the conversation in front of them, and DNN denoising automatically reduces distracting sounds and listening effort.

AcoustIQ

Automatic programs give patients tailored support without manual program changes, but activating the wrong feature can be detrimental by drawing focus to sounds the patient does not want to hear. A study compared ReSound Sensia and AcoustIQ with five other premium brands. Each hearing aid's automatic adjustment of directionality and gain agents (gain and noise reduction) was assessed across simulations of 8 real-world sound scenes of three types: voices only, speech in noise, and noise only.

- 100% overall accuracy of feature engagement, engaging and activating the optimal feature combination.
- 91% environmental classification accuracy.
- 88% greater accuracy in real-time classification and feature engagement than the closest premium brand. This is a relative percent improvement: AcoustIQ is 100% and Brand E is about 53%.

For patients, this means they get the support they need when they need it as they move between listening environments.



Figure 2. Bar charts comparing feature engagement accuracy of AcoustIQ with five other premium brands.

Q1	**Quiz Hint:** AcoustIQ is the ReSound Sensia system for the most accurate real-time sound sensing, classification, and feature engagement, helping the hearing aids make the right feature decisions right away.

Advanced 4-Mic Beamforming

Other brands focus the hearing aids on the loudest voice in the room, taking away the patient's control over who to hear. With the ReSound Sensia 4-mic beamformer, patients stay in control and focus on the speech they want to hear simply by looking at the talker.

- Clear Focus provides a mean improvement of 1 dB SNR over Front Focus, and improved SNR compared with prior generations (Ultra Focus and Front Focus) and omnidirectional.
- An improvement of 1 dB corresponds to a 13% improvement in speech recognition score when using the Dantale II speech material.
- Superior speech clarity in noise for 83% of users, and preferred by users 98% of the time.

Automatic DNN Denoising

DNN denoising is now incorporated into the All-Around program for automatic activation when needed. It keeps speech clear and makes background noise less distracting, with less effort. To apply automatically without significantly affecting battery drain, the system must be efficient: compared with another leading premium solution using DNN denoising, ReSound Sensia DNN denoising was found to be 17x more efficient.

- It applies when needed, improving audibility and comfort without the patient losing control or awareness of their surroundings.
- ReSound uniquely combines automatic DNN denoising with 4-mic beamforming. In other brands, DNN noise reduction without a beamformer makes the loudest speech easier to hear, whether or not the user wants to hear it.
- A study at Hörzentrum Oldenburg (Jan Heeren) used two scenes with three talkers at different locations, the second with louder distractors. The task was to identify the most audible talker. Sensia wearers identified the front talker as most audible, while with the competitor the louder side talker was enhanced.
- In the louder-distractor scene, Sensia participants had more trouble picking out the quieter front talker but still managed to a fair amount of the time.
- 80% of users experienced better audibility of the intended speaker and perceived it as easier to hear the target speaker, with less listening effort and reduced distraction from competing voices.

Intelligent All-Around

Intelligent All-Around is an automatic feature that uses the trio of AcoustIQ, 4-mic beamforming, and DNN denoising to deliver the best hearing clarity in both noise and quiet. AcoustIQ constantly analyzes the environment, chooses the best mode, and changes between modes smoothly.

Listening Mode	When It Activates and What It Does
Spatial Cue Preservation	Activates in quieter environments where awareness and natural sound quality are the priority. A binaural omnidirectional approach that includes spatial cues is applied, along with Noise Tracker II for a mild level of noise reduction as needed.
Better Ear (Binaural Listening)	Activates with a moderate level of noise and speech present. One hearing aid applies a 4-mic beamformer for speech clarity while the other stays omnidirectional to maintain awareness. It is useful when speech comes predominantly from one side, and Noise Tracker II strength may increase with noise level.
Speech Intelligibility	Activates in the most challenging environments with high levels of noise and speech. A 4-mic beamformer across both hearing aids gives the narrowest beam, and the Intelligent Noise Tracker (DNN noise reduction) replaces Noise Tracker II to add contrast between speech and noise.

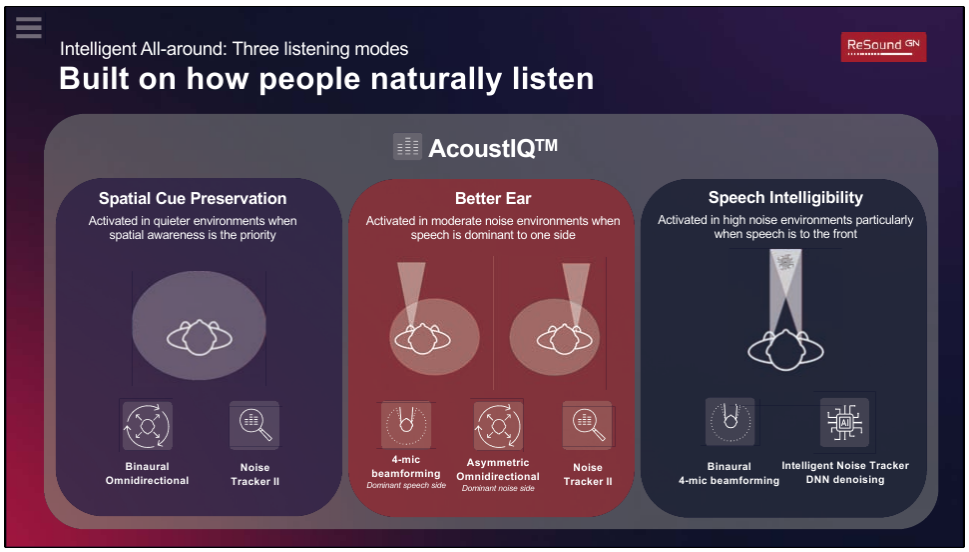


Figure 3. The three Intelligent All-Around listening modes selected by AcoustIQ.

Patients can stay aware of their surroundings, let their brain do the work, and focus on the voices that matter. They can also choose how they experience DNN denoising: automatically in the All-Around program with Intelligent All-Around, as a Hear in Noise program (Program 2) with Intelligent Focus, or both. With a simple swipe to the Hear in Noise program in the ReSound Smart 3D app, patients can access DNN denoising and 4-mic beamforming any time.

Q2	**Quiz Hint:** Intelligent All-Around uses a powerful trio of technologies, AcoustIQ, 4-mic beamforming, and DNN denoising, automatically in the All-Around program to deliver relevant sound, clear speech, and effortless listening.

ReSound Sensia Family and Features

Form Factors

- The world's smallest AI rechargeable RIE is 6% smaller than the closest competitor. Standard 312 and 13 battery models suit battery preferences.
- CROS and Bimodal options are available for the microRIE, serving patients with single-sided deafness or complex hearing challenges.
- Custom options include the non-wireless CIC, the wireless non-rechargeable ITC (Canal, Half-shell, and Full-shell), and the rechargeable ITC and ITE (also Half-shell).

microRIE CROS Transmitter

Feature	Detail
Compatibility	All ReSound Sensia RIE models
Battery life	16 hours
Charger options	Premium and Desktop
Fitting options	SureFit 3 LP, MP, and HP receivers with domes or earmolds
Telecoil	N/A
TapControl	Yes

Colors and Durability

Hearing aids are a personal choice, so ReSound offers a premium palette of 10 RIE colors to match every style and personality. Every hearing aid is all-weatherproof with an IP68 rating and has a protective nanocoating inside and out, including the receivers. Color options for customs are aligned across all custom styles, with 6 colors and optional blue, red, or clear shells.

Q3	**Quiz Hint:** ReSound Sensia RIE hearing aids come in a premium palette of 10 colors designed to match every style and personality.

Receivers, Domes, and Mic Filters

- SureFit 3 receivers range from low power to ultra power within one flexible fitting system. M&RIE receivers are also available for patients who want natural sound quality and improved spatial awareness.
- AllFit domes are based on 16,000 real ear impressions and are designed to fit 97% of ears. The lineup runs from least to most occluding: Open, Tulip, Sleeve, Vented, and Power.
- The new Sleeve Dome is designed for comfort, can be used as an instant custom-tip style dome, and is the recommended dome for M&RIE fittings, providing up to an additional 20 dB of maximum stable gain.
- Replaceable mic filters are included on all ReSound Sensia RIE models and can be replaced by the clinician or the patient. RIE filters are the same as those used for ReSound Vivia and are identified by a green tool and light green case.
- The wireless ITC has its own replaceable mic filters, identified by a brown tool and sand-colored case.

Custom Styles

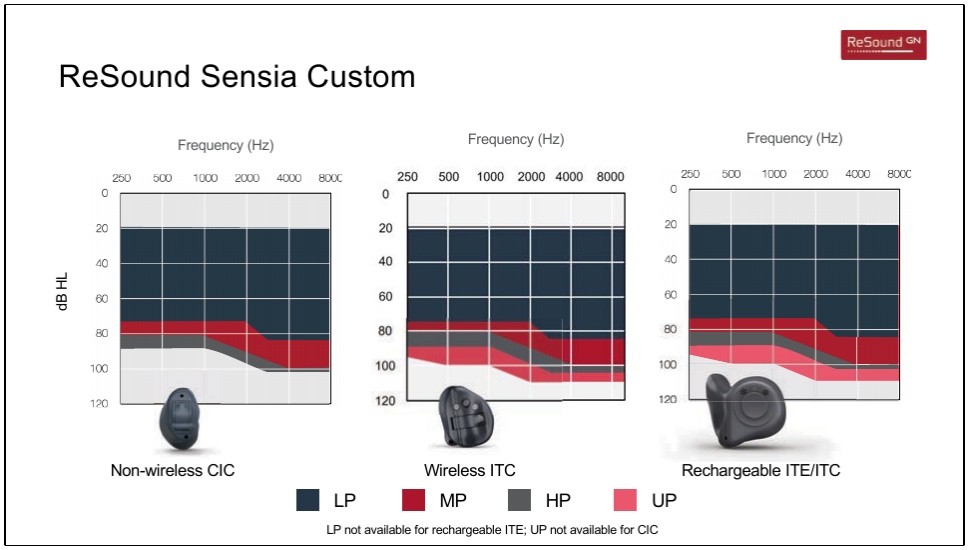


Figure 4. Fitting ranges by receiver power for ReSound Sensia custom hearing aids.

- The rechargeable ITE/ITC includes new MultiConnect, which lets patients stay connected to up to two devices (such as a mobile phone, tablet, PC, or TV) and one wireless accessory (TV-Streamer+ or Multi-Mic), and transition between audio streams.
- Hearing care professionals can connect to ReSound Smart Fit without first disabling the mobile device Bluetooth connection.
- Rechargeable customs also feature the newest 4-mic beamformer, Clear Focus, in the Hear in Noise program.

Battery and Charging

ReSound Sensia battery runtimes were tested under realistic, everyday conditions, not only in a lab.

- Up to 30 hours of maximum battery life.
- A full 24 hours with daily average use, including active AI and 2 hours of streaming.
- 20 hours for heavy streamers, with fast charging in the Premium charger to top up on the go.



Figure 5. Battery hours of use: 30 hours maximum and 20 hours with 50% streaming.

Charger	Details
Premium	Up to 3 charges on the go and works as a carrying case (RIE).
Desktop	Suited to hearing aids coupled with larger earmolds for ease of use (RIE and BTE).
Custom	Charger for custom styles.

All chargers and rechargeable hearing aids use inductive charging for a simple drop-in design with less debris and moisture build-up.

Dedicated Bimodal Solutions

The Smart Hearing Alliance is the partnership between Cochlear and ReSound, with 15 years of collaboration that began with a technology agreement in 2011. Most patients begin with hearing aids and, as hearing loss progresses, may become cochlear implant candidates and transition to bimodal or bilateral cochlear implantation.

- Three out of four adult cochlear implant candidates have usable residual hearing in the non-implanted ear.
- Bimodal hearing can provide more benefit than a hearing aid or cochlear implant alone: more natural hearing, improved hearing in quiet and in noise, better overall performance in real-world environments, and enhanced perception of music.
- Many bimodal users discontinue hearing aid use and rely on the cochlear implant alone. In a survey of 360 bimodal patients, 89% of recipients with a Cochlear and ReSound Smart Bimodal Solution continued using their contralateral hearing aid, compared with 11% of patients with a non-compatible hearing aid.
- As the product menu expanded, the complexity of bimodal solutions affected quality and stability. Under an updated commercial and technology agreement, the alliance is investing in more testing resources and reducing offering complexity.

A New Path Forward

The Smart Hearing Alliance introduces a new range of dedicated bimodal solutions, moving from broad hearing aid compatibility toward a more focused partnership between Cochlear and ReSound. This enables targeted technology development, supports stronger quality assurance and more reliable integration, and allows more streamlined bimodal counseling.

Two models launch dedicated to bimodal users: the ReSound Sensia Bimodal microRIE, and an extension of the ReSound Enzo IA family of Super Power hearing aids, the ReSound Enzo IA Bimodal. These form factors are the preferred ones of bimodal recipients over the last 10 years and together cover the entire fitting range of aidable hearing.

- Features most beneficial in this population include AcoustIQ, maximum feedback control for more severe to profound hearing loss, and the ability to adjust time constants to balance electrical and acoustic stimulation.



Figure 6. The two dedicated bimodal models: Sensia Bimodal microRIE and Enzo IA Bimodal Super Power BTE.

Q4	**Quiz Hint:** The two hearing aids dedicated to bimodal users are the ReSound Sensia Bimodal microRIE and the ReSound Enzo IA Bimodal Super Power BTE, which work with compatible Cochlear sound processors.

Identifying and Ordering Bimodal Models

- A bimodal model is identified by its model number and name, with an additional “B” after the family name and “Bimodal” in the name used for ordering and in ReSound Smart Fit.
- It is ordered with a unique SKU number and uses the same chargers as its non-compatible counterpart.
- In the fitting software, dedicated bimodal devices appear with the model code and a bimodal badge, and an icon shows the cochlear implant side.
- Cochlear sound processors come in six colors, while ReSound bimodal hearing aids are offered in 10 complementary colors.

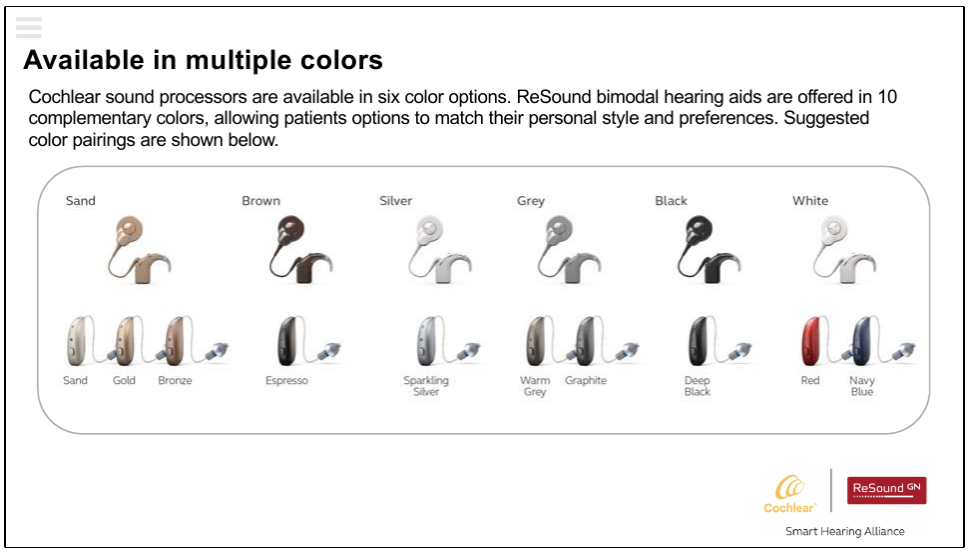


Figure 7. Cochlear sound processor colors with suggested pairings from ten ReSound hearing aid colors.

Compatible Cochlear Sound Processors

The dedicated bimodal solution is compatible with the Cochlear Nucleus 8 Nexa, Nucleus 8, Kanso 3 Nexa, Kanso 3, Nucleus 7, and Kanso 2 sound processors for linking and streaming. Recipients have direct streaming with compatible Apple and Android devices. With the latest Cochlear Nucleus Smart app update, they have bimodal control to adjust volume, change programs, access quick filters for the hearing aid, and activate streaming to compatible True Wireless Accessories.

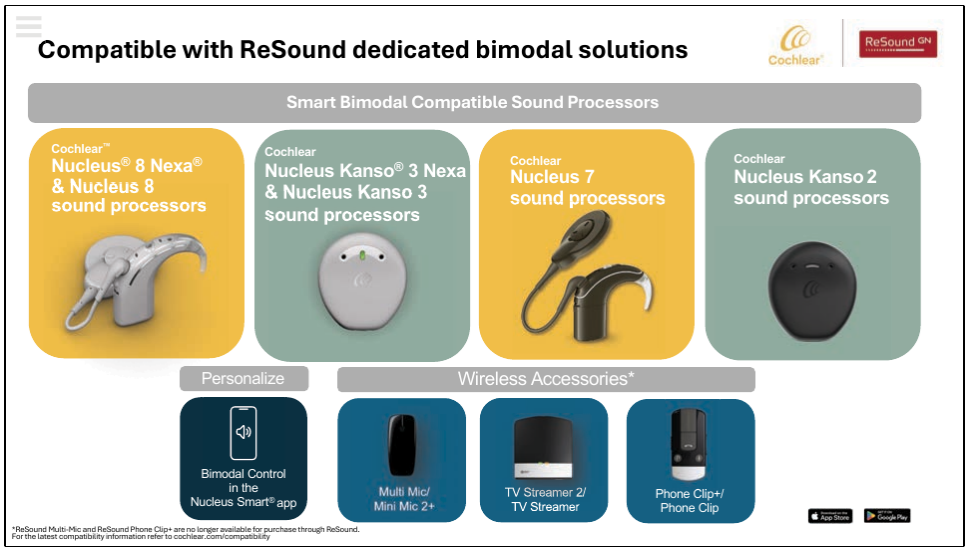


Figure 8. Cochlear sound processors compatible with ReSound dedicated bimodal solutions.

Apps, Connectivity, and Accessories

- Patients use the ReSound Smart 3D app for hearing aid adjustments. The ReSound Relief app is an additional app option for patients with tinnitus.
- ReSound Sensia fully supports Auracast broadcast audio, the next generation of assistive listening technology and a step forward from traditional telecoil systems. More than 5 new Auracast-enabled venues appear every day, according to the Bluetooth Special Interest Group.
- More than 2.8 million ears have been helped with Auracast-enabled hearing aids since 2023. Auracast streaming was preferred 87% of the time over telecoil, and 83% of users prefer it for music.
- The Auracast Assistant in the ReSound Smart 3D app makes it easy to locate and connect to Auracast.

Wireless Accessories and Remote Care

- ReSound Sensia is compatible with the TV-Streamer+, Multi-Mic+, Remote Control, and TV-Streamer 2.
- TV-Streamer+ offers one-touch pairing and AutoStreaming. In public broadcast mode it becomes a Public Broadcast Transmitter that shares sound with an unlimited number of Auracast-enabled devices, and users can adjust TV volume and surrounding sounds in the app.
- Multi-Mic+ lets patients hear clearly up to 82 ft away, with up to 9.9 dB SNR improvement compared with omnidirectional. It also features OneTouch pairing, AutoStreaming, Auracast broadcast, and adjustment with the app.
- With ReSound Assist Live, clinicians can complete all fine-tuning adjustments in real time via a video call, including a feedback calibration.

ReSound Smart Fit 2.4

ReSound Smart Fit 2.4 has an updated, modern look that is simpler to navigate. The biggest change is the vertical navigation on the left, which is built for efficiency. In comparative usability testing, 72% of hearing care professionals preferred the new navigation over the legacy design, citing overall ease of use.

Targeted Outcome	What It Provides
Vertical fitting navigation	Reduces clutter in the horizontal space, making it easier to find what you are looking for with an intuitive flow and modern user interface.
Fitting options	Places options on the fitting screen for easy access.
More content under Resources	Provides greater access to informational tools such as Feature Demonstrations.
New Tools screen	Gives access to key utility features, such as Test Device, as soon as you log in, before you open a patient file.

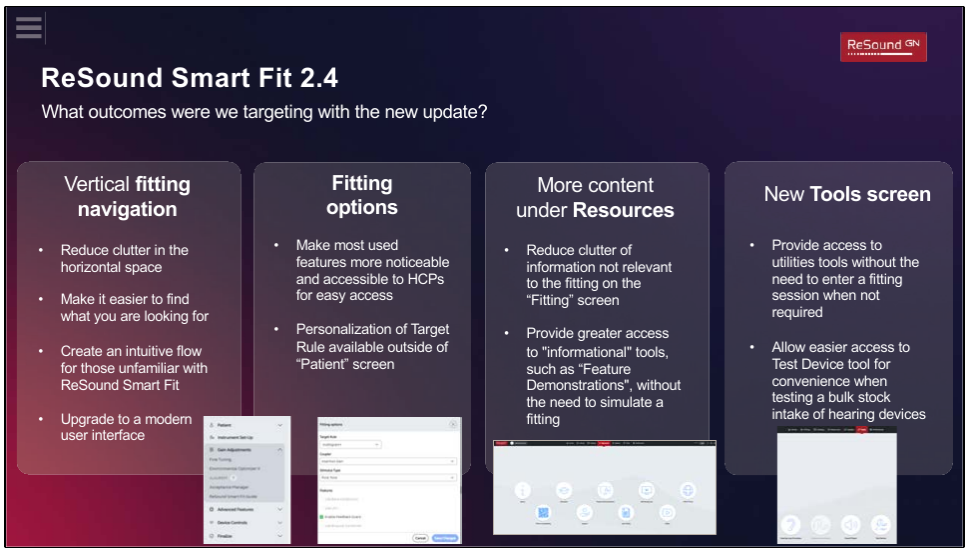


Figure 9. Outcomes targeted with the Smart Fit 2.4 update.

- ReSound Smart Fit is the world's first fitting software to support NAL-NL3, alongside Audiogram+. NAL-NL3 is built on millions of real-world fittings and enhanced by machine learning-driven analysis and real-ear measurements.
- The new dedicated bimodal devices are integrated directly into the fitting software.

Q5	**Quiz Hint:** The Smart Fit 2.4 update targeted vertical fitting navigation, fitting options placed on the fitting screen, more content under Resources, and a new Tools screen.

Veteran Support and Resources

Because connectivity questions can require a fair amount of dedicated time, direct veteran support is provided for MFi, Android, apps, and wireless accessories. A team works directly with the veteran on these items as they relate to personal electronics. Any audiological questions are directed back to VA audiologists.

- Phone: 1-888-879-7036
- Hours: Monday to Friday, 7:00 AM to 6:00 PM CST

To keep up to date, follow the ReSound Government Services site, the ReSound Blog, the ReSound YouTube channel, X, and Facebook.

Conclusion

Tested, preferred, and proven, ReSound Sensia is powered by a new AI platform that introduces Intelligent All-Around, an automatic feature using a powerful trio of technologies, AcoustIQ, 4-mic beamforming, and DNN denoising, to deliver the best hearing clarity in both noise and quiet.

Notes

Quiz Summary

The following quiz hints appeared throughout the course content. Use this section as a quick study reference.

Q1	**Quiz Hint:** AcoustIQ is the ReSound Sensia system for the most accurate real-time sound sensing, classification, and feature engagement, helping the hearing aids make the right feature decisions right away.
Q2	**Quiz Hint:** Intelligent All-Around uses a powerful trio of technologies, AcoustIQ, 4-mic beamforming, and DNN denoising, automatically in the All-Around program to deliver relevant sound, clear speech, and effortless listening.
Q3	**Quiz Hint:** ReSound Sensia RIE hearing aids come in a premium palette of 10 colors designed to match every style and personality.
Q4	**Quiz Hint:** The two hearing aids dedicated to bimodal users are the ReSound Sensia Bimodal microRIE and the ReSound Enzo IA Bimodal Super Power BTE, which work with compatible Cochlear sound processors.
Q5	**Quiz Hint:** The Smart Fit 2.4 update targeted vertical fitting navigation, fitting options placed on the fitting screen, more content under Resources, and a new Tools screen.

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Additional Information

Presenter Bio

Kara Sinner, MS, CCC-A, FAAA is a ReSound training content development audiologist. Kara earned her Master's degree in Audiology from The University of Wisconsin – Stevens Point. Since joining ReSound in 2000, her responsibilities have included technical support, quality engineering, and operations support. She is currently responsible for training content development. Prior to her employment at ReSound, Kara's experience has included sales account management, technical support, clinical and private practice Audiology.

Presenter Disclosure

Financial: Kara Sinner is employed by ReSound. Non-financial: Kara Sinner has no relevant non-financial relationships to disclose.

Sponsor Disclosure: This Course is presented by ReSound.

Content Disclosure: This learning event focuses on ReSound products and services and will not include info on other products or services.

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