



ReSound for All
- Successful Strategies for Advanced Wireless Connectivity

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ReSound ALD Options

ReSound Multi Mic features

Features:

- Great remote mic functionality & performance



Extended Range: more than 80 feet in clear line of sight	Rechargeable 11 hour battery life	Table functionality: Omni AND directional microphones	Compatible with all ReSound & Cochlear wireless hearing instruments/solutions
Can be paired with an infinite number of hearing aids or implants	<20ms latency to prevent echo and lip sync issues	Robust clothing clip rotates 360 for optimal voice pick-up	Drop detection
Mute/Unmute button	Volume control lock	Line-in	LED status indicator lights

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Wireless Terminology

- PAIRING**
 - Introducing the Hearing Aid to the accessory. This should only need to be done one time if introduced into proper channel.
- CONNECTING**
 - Activating the Hearing Instrument into accept the streaming information.
- CHANNEL**
 - One of 3 slots allotted to streaming accessories. Designated by pressing the pairing button 1, 2, or 3 times.
- MULTI-USER PROTOCOL**
 - Multiple (unlimited) hearing instruments are allowed to pair to streaming accessory.

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Best Practice uses of the Multi Mic

Common concerns when using the Multi Mic:

- 1. Losing Pairing
- 2. Losing Connection
- 3. Do not trust the Child to push the button/can't feel the hearing instrument buttons
- 4. Sounds Muffled

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Best Practice uses of the Multi Mic

Tips for successful Multi Mic use in School

- Hearing Instruments can PAIR to up to 3 streaming accessories (Mics or TV device). MUST pair into appropriate channel by pressing the pairing button 1, 2 or 3 times.
- Hearing Instruments can only CONNECT (use) to 1 accessory at a time.
- Hearing Instruments must CONNECT daily to the Multi Mic by pressing and Holding the HI button until the Upward trill is heard or 3 seconds. To access Channel 2- press & hold x2, Channel 3- Press & Hold x3.
- The hearing instruments will stay in the streaming program unless:
 - HI & Multi Mic are more than 82FT apart for longer than 5 mins
 - Multi Mic is turned off for longer than 5 mins
 - Batteries on the hearing instrument drop voltage-Batteries can be strong enough for HI only but not for streaming. A Downward trill will be audible and the hearing instrument will not stay in the streaming mode.
- A Remote Control, iPad, iPod, iPhone may be used to adjust programs with for visual verification of program.
- Do not cover the mic ports with stickers, jewelry or clothing

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How to Pair:

Start with Multi Mic turned ON and Hearing Instruments turned OFF.

- 1. Press the pairing button on the Multi Mic. A yellow light will flash on the Multi Mic.
- 2. Close the battery doors on the hearing instruments.
- 3. The Yellow flashing light will change to SOLID YELLOW then go back to flashing.

NOTE:

IF you are pairing multiple mics to one pair of hearing instruments, Choose the accessory for the second channel, Press the pairing button 2x for channel 2, 3x for channel 3.


It is recommended that the
 SCHOOL Multi Mic be in Channel 1
 HOME Multi Mic be in Channel 2

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Best Practice uses of the Multi Mic
Losing Connection- "It doesn't stay connected all day!"


- Batteries on the hearing instrument drop voltage



Full Battery= HI works **AND** Connectivity stays stable

Half Full Battery= HI works **BUT** Connectivity is unstable
 *May only work in one ear or may flip on and out of stream
 A Downward trill will be audible and the hearing instrument will not stay in the streaming mode.



Dead Battery= Nothing Works

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Best Practice uses of the Multi Mic

- Batteries on the hearing instrument drop voltage

Suggested Battery Change schedule for Children:

- Fresh Battery every MONDAY and every THURSDAY

Suggested Battery Change schedule for Adults:

- If streaming is a priority, Change when the DOWNWARD TRILL for wireless disconnect is heard. (About 4-5 days)
- If streaming is not a priority, Change when the LOW BATTERY warning is heard. (about 5-7 days)

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Best Practice uses of the Multi Mic
Do not trust the child to report or can't push the button

Use of a remote controlling device can be paired.

3 types of remote control devices:

- ReSound Unite Remote Control
- Apple devices-iPhone, iPad, iPod
- Android devices-Samsung Galaxy phone and tablets

Benefit of using a remote control:

- Visual confirmation of connection
- Visual confirmation of Battery life in hearing aid
- No/minimal disruption in class/meeting
- Discreet adjustments

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Things iPhone users should know


How to turn off their phone

How to close apps

Bluetooth Connection, Range & Re-discovery time limits

Home click Speed to Access Native App

Ringtones in ear preferences

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Things iPhone users should know

Change home click speed:
settings>general>accessibility>home button

Turn off "phone noise cancellation":
settings> general> accessibility> phone noise cancellation>toggle to "off"

Turn off hearing aid mode:
settings>general> accessibility>hearing aid mode>toggle to "off"


Since iOS9, phone WILL ring in hearing aids, to turn off:
settings>general>accessibility>hearing aids>hearing aids play ringtones> toggle to "off"

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Things Smart App users should know

To best utilize the finder:
Enable location service in phone settings
Keep the phone connected to the hearing aids
Keep the Smart app open, running in the background

To edit a favorite:
Delete the original favorite
Recreate
Save

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"I own two hearing aids but only one will pair with my Apple device."

Have one or both of the hearing instruments been recently repaired or replaced?

Yes! Action: Reprogram both hearing instruments together in Aventa.

No! Action: Continue to the next question.

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"I own two hearing aids but only one will pair with my Apple device."

Have these same hearing instruments been paired with a different Apple device other than the one you are attempting to pair with now?

Yes! Action: Turn Bluetooth and Wi-Fi off on the inactive Apple device.

No! Action: Remove pairing from Apple device.

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"I own two hearing aids but only one will pair with my Apple device."

How to remove pairing from an Apple device

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"I do not want to stream audio to my hearing aids for some phone calls."

How to select "phone" during an incoming call



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"I do not want to stream audio to my hearing aids during phone calls."

How to disable streaming for all audio



- Settings
- General
- Accessibility
- Hearing aids
- Audio Routing
 - Call Audio
 - Always HAs
 - Never HAs
 - Automatic

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"I can't change the iPhone streaming volume in the app."

How to change the streaming volume when streaming from an Apple device



Accessories streaming only

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"I don't like the way the music sounds when streaming."

Changing the sound quality for music



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FAQ Continued

- My son's school provided an iPad this year but we are not allowed to download personal apps. Can he still use it at school?
 - YES! He does not need the ReSound Smart app to stream with the iPad. The iPad has a built-in app that populates once the hearing aids are paired. To access TRIPLE CLICK the home button. This is called the Native Control.
- Should I talk to the school about downloading the app. Are there any advantages?
 - The main advantage to having the ReSound Smart/Smart 3D app is the "Find my hearing Aid" feature. If the child were to lose the hearing aid in class, at gym, during recess etc, and IF the Smart app is loaded and open then the teacher or child can use the feature to locate the lost hearing aid.

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FAQ continued

- Both my wife and I have iPhones, can we both pair to our little girl's hearing aids?
 - Yes, you can pair up to 5 i-devices to her hearing aids. HOWEVER, only one will be connected at a time. Be sure to use the Bluetooth button to manage the connection.
- What's the difference in the 3 apps for ReSound products?
 - There are 3 apps available for easy adjustments to the hearing aids.
 - **ReSound Smart 3D** is for use with the LINX3D and Enzo 3D lines only.
 - **ReSound Smart** is for use with LINX, LINX², Enzo, Enzo² and the UP Smart product lines. It is a direct connection app that does not require an accessory.
 - **ReSound Control** is to be used with the ReSound Unite PhoneClip+ and any Bluetooth device (android phone or tablet)

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FAQ Continued

- My daughter is 15 and is a bimodal user. Can she pair directly to her iPhone?
 - If she uses an N6 or BAH4 4 : The ReSound hearing aid is able to pair directly to the iPhone, however the N6/B4 is not. Although we do not recommend it, she is able to pair the hearing aid to the iPhone and use the ReSound Smart App. Be sure to disable the call streaming option.
 - We do recommend using the PhoneClip+ for binaural listening of phone calls and streaming. You are also able to use the ReSound Control app to adjust the hearing aid only.
 - If she uses the BAH4 5, we recommend pairing the iPhone to the B5. The iPhone is currently only able to pair to 2 like devices. In this case it will see the hearing aid and the B5 as 2 different devices.
 - **The new NUCLEUS 7 is MFI enabled! If she is bimodal with an N7 and a ReSound 3D product she is now able to pair both to the iPhone!!**
- She already paired her iPhone directly to the hearing aid AND she has a PhoneClip+. She says that phone calls sometimes only go to the hearing aid. How do we fix that?
 - Go into the iPhone and designate the Call Routing to ALWAYS go to the "Bluetooth headset" in this case the phoneClip+.



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Frequently Asked Questions regarding Connectivity

- My 3 year old does not have an iPhone/iPad/iPod. Why does this connectivity matter?
 - Parents and Caregivers may have an i-device to use for a remote control or an iPad that they take on trips, to restaurants, at daycare. Also, Educational apps are available for all ages. Get a head start!
- We have a Android tablet at home but my child uses an iPad in school. Can he be connected to both?
 - Your child can use the direct MFI connection to the iPad at school. For home, you child can use the PhoneClip+ to pair to the tablet wirelessly or he can use the Multi Mic with the 3.5mm cable provided to stream binaurally.




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Things Android users should know

- **NOT ALL Smart devices are compatible. At this time, Samsung Galaxy devices are. Rule of thumb: If they see Smart 3D in the app store, they can use it.**
- **Pairing is done within the app.**
- **Android phones not compatible with Smart 3D app can use the ReSound Control app along with the PhoneClip+.**
- **All Android phones require the PhoneClip+ to stream any audio**
- **Users must have the most current firmware in their hearing aids. (Kit-kat, Lollipop or Marshmallow)**




Remote Fine Tuning

<p><u>Synchronous</u></p> <p>Must be online together at the same time</p> <p>Appointment is scheduled similar to a live.</p> <p>Must have a stable fast internet connection.</p>	 <p><u>Asynchronous</u></p> <p>Request can be generated via: phone email text</p> <p>Requests can be answered at the convenience of the Audiologist.</p> <p>Patient can download the settings at his/her convenience through the Smart 3D app.</p> <p>Information is stored in a Cloud-based service available anytime.</p>
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Introducing ReSound Assist



- After you perform your initial fit and **IF** the patient consents:
The fitting data is stored in a cloud.
This can be retrieved at any time by you via the fitting software
The patient downloads the changes at any time via the Smartphone app.

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ReSound Assist

- Is NOT replacing the hearing professional
- The first fit must be done in your office
- Is NOT required or necessary
- You choose who to use it with and when to use it

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What are the benefits of RFT?

- **More accurate programming for particularly challenging situations**
- **Easier access to care for difficult to schedule patients:**
 - Travel long distances
 - Homebound
 - Limited transportation
 - Inclement weather
- **Adjustments to certain features in between appointments;**
 - Feedback management
- **Quicker response time for small adjustments:**
 - Turn indicator tones On/Off/Louder/Softer
 - Rename programs for the easier identification on the remote control or Apple/Androids devices.

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What are the benefits of RFT?

- **In Pediatrics, No need to coordinate between:**
 - Parents work schedule,
 - Child's academic, extracurricular and sports schedules, and
 - Clinic availability for simple adjustments
- **Add/Remove programs and/or features to increase comfort and compliance.**
- **Involve shy or less talkative patients in his/her own hearing care**
- **More time in daily schedule for new patients**

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Technical Support and Consumer Support Available

Technical Support – Audiology Fitting Support
1-800-248-4327 Option 4

Technical Support – Computer Hardware/Software
1-800-248-4327 Option 5

Consumer Support-Patient assistance with accessories
and smart devices
1-888-735-4327



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