ReSound Forte & ReSound Control App
Frequently Asked Questions

For use with Smart phones that are not compatible with ReSound Smart 3D App

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DEVICES

Q. Which devices do I need to use the app?
A: You need ReSound Forte wireless hearing instruments, a Bluetooth Smartphone and the Phone Clip+ to use the app.

Q. Why do I need the Phone Clip+ to use the app?
A: The mobile device communicates via Bluetooth to the Phone Clip+ just like other Bluetooth headset devices. The Phone Clip+ then uses our proprietary 2.4GHz wireless technology to communicate with the hearing instruments.

Q. I have an original Phone Clip.   Will it work with the app?
A: While the Phone Clip remains a valuable phone accessory, only the Phone Clip+ works with the app.

Q. How can I tell if I have a Phone Clip or a Phone Clip+?
A: The Phone Clip+ has additional functionality, including mute and program change buttons on the front of the Phone Clip+ device. The clip on the Phone Clip+ is a swivel clip, whereas the one on the original Phone Clip is fixed.

Q. How do I pair my mobile device to my Phone Clip+?
A: In the app "Settings" there is pairing guidance. The "Useful Guides and Videos" section of this [website](#) includes additional support.

Q. I downloaded the app and paired my mobile device to my Phone Clip+. Now what do I do?
A: Simply tap the **launch icon** on the home screen of your mobile device to activate the app. An entry flow will begin:
- Do you want to connect now or run in demo mode? Choose **"Connect now".**
- Terms of use: We inform you that you should familiarize yourself with the printed user guide for the Phone Clip+. It is necessary to accept the terms of use to proceed.
- We recommend that you disable any lock sounds and keyboard clicks on your mobile device to improve your user experience. This is usually done under "Settings" and "Sound".
- You're ready to run ReSound Control App. If you need any guidance on how the app works or how to pair to the Phone Clip+, that information is available under "Settings".

Q. Why does my app look different from what I see on the website?
A: All images on the landing page show the iPhone version of the ReSound Control App. On Android, the app might look a little different in order to stay true to that platform. The appearance is also dependent on how each Android phone is designed. All basic functions are the same.

VOLUME AND MUTE

Q. What is the difference between the white and the blue volume bars?
A: The white volume bars are for your hearing instrument microphones. The blue volume bars are for your streaming device, TV Streamer 2, Multi Mic, Micro Mic, and/or for your phone calls and phone music.

Q. Can I mute the sound?
A: Yes, you can mute the sound from the hearing instrument microphones by tapping the mute button. Your options to mute the sound from a streaming device are either turn the volume down or choose a non-streaming program.

Q. Can I mute the sound on ONLY my right or left hearing instrument?
A: Yes, just slide right or left on the volume screen and press the 'half' mute button.

Q. How do I make volume adjustments to ONLY my right or left hearing instrument?
A: Slide right or left on the volume screen and make your desired adjustment. Please note, if your Hearing Care Professional has activated volume synchronization, your hearing instruments will always synchronize volume. If you want to make single-sided volume adjustments on the app, please talk to your Hearing Care Professional.

Q. How do I reset volume to default settings?
A: Either slide the volume bars up or down until the 'punch holes' are visible in the top white bar, or re-select the program on the program selection screen.

Q. Can I use the app to adjust phone volume during calls or while streaming music?
A: Yes. Use the yellow volume bars to adjust the volume level.

Q. Can I use the app to adjust hearing instrument volume during calls or while streaming music?
A: Yes, use the white volume bars to adjust the hearing instrument volume level.

Q. What are the small 'punch holes' on the volume bars?
A: The 'punch holes' indicate your default volume setting.

PROGRAM

Q. Why can't I change programs while listening to music or talking on the phone call?
A: When you receive sound from your mobile device, the hearing instruments automatically move to a streaming program. In order to go back to a hearing program, please exit the active phone operation.

Q. If I edit the names of the programs, will my Hearing Care Professional be able to recognize them?
A: Yes. Editing names of programs is only stored in the app. When your Hearing Care Professional reconnects your hearing instruments to the fitting software in his/her office, the fitting software will overwrite the changes you made. 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.

Q. Why did I lose the personalized program names that I entered?
A: Please see answer above.

Q. Why did the name of the program change when I chose it?
A: If your Hearing Care Professional has entered program names that are not default from the manufacturer, you will see these names after the first time you enter a program.

CONNECTION

Q. I have turned on the Phone Clip+ but my mobile device is not making the Bluetooth connection.
A: Did you pair the Phone Clip+ with your mobile device? If not, please follow the instructions found in the "Information Guides" section of this website. If you did pair the two devices, connection should happen automatically. If not, go to the Bluetooth settings of your mobile device and click 'Hearing instrument Phone' to connect. Most mobile devices will display a small Bluetooth or headset icon in the top status bar when actively connected.

Q. My phone is connected via Bluetooth to the Phone Clip+, but the app says it is not connected to the hearing system?
A: In rare cases, it may happen that the app cannot detect the Bluetooth connection established between the phone and the Phone Clip+. Please try to turn off the Phone Clip+, wait three (3) seconds, and then turn it on again.

Q. What do the lines on the Link screen mean?
A: **Green line:** connection established.

Red line with exclamation mark: connection missing. Press **mark/line** for troubleshooting.

Grey dotted line: Pairing of streaming device exists but the device is not currently connected. Turn on device to connect to hearing instruments.

Q. What does the red exclamation mark on the "Link" button mean?
A: The connection between your mobile device and your hearing system is missing. Tap the **button** and you will see an overview of the connections between your mobile device, your Phone Clip+, your hearing instruments and your streaming device (if you have a streaming device paired). If a particular connection is not established, the line will be red and have an exclamation mark on it. Tap the **exclamation mark** or the red line to view tips for re-establishing the connection.

OTHER

Q. Can I get the app in a language other than English?
A: Yes, besides English, the app is available in Spanish, French, Italian, traditional Chinese, Japanese and Korean. The app language will follow the language of the mobile device. For example, if your iPhone is set for Spanish, the app will automatically be set to Spanish as well.

Q. What is Demo mode?
A: Enabling Demo mode means that you can run the app without connection to the hearing system, for demonstration purposes. You can enable/disable Demo mode under **Settings.**

Q. Why do my hearing instruments change programs at message alerts, keyboard use and locking the phone?
A: When the Phone Clip+ detects a sound from the mobile device, it assumes you want to hear that sound in your hearing instruments. It automatically changes to a phone streaming program. It will change right back when the sound stops. You can limit this by disabling unnecessary sounds, such as lock sounds and keyboard clicks. You can disable these under "Settings" on your mobile device, and you can also set text message alerts to "Vibrate Only," not tone.

Q. How do I remove the app?
A: The process varies by phone:
  - On an Apple device: Put your finger on the **launch icon** on the home screen and keep it there until it starts 'shaking' and a black 'x' or a red delete mark appears. Tap the **'x'/mark** to delete the app. Confirm deletion. Then press the **Home button** to return your home screen to normal.
  - On an Android device: please consult your smartphone user guide since it varies by model.