

# ReSound Vida and ReSound Smart 3D App For Android Users

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<b>GENERAL</b>
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**Q. I have an Android phone. Can I use ReSound Vida?**

A. Absolutely! You will still benefit from the advanced audiological features of ReSound Vida, regardless of phone model. Select Android phones offer direct remote control capability via the free ReSound Smart 3D App from the Google Play store.

**Q. What Android devices are compatible with ReSound Vida and the ReSound Smart 3D App?**

A. For the most current list of compatible devices, click here to go to our [Compatibility Page](#).

**Q. Can I stream sound directly to my Android phone?**

A. You can stream sound from your Android phone with the Phone Clip+.

**Q. What audio can I stream to my hearing instruments?**

A: Nearly every audio source on your Android phone can be streamed directly to your ReSound Vida hearing instruments using the Phone Clip+ or the Micro/Multi Mic from GN ReSound. For example: music, movies, phone calls, Skype calls, directions from a GPS app, and sounds from your favorite games, etc.

**Q. Why is it relevant to have a direct connection from the phone to the hearing aid if I cannot directly stream audio?**

A: The ReSound Smart 3D App for Android delivers the ability to control and tailor your hearing experience to match your personal preferences and needs in a way that's smart, discreet and easy.

**Q. I have an Android phone not listed as compatible. Can I still have remote control functionality?**

A. Android phones not compatible with the Smart 3D app can use the ReSound Control app if the phone is running Android OS 2.3 and up (requires the Phone Clip+), however, functionality may be limited.

**Q. Where can I get help with ReSound Vida and my Android device?**

A. Your Hearing Care Professional is a great resource to answer your questions about ReSound Vida. Consumer Care Representatives are also available to answer your questions. Call 1 (844) 833-1133.

**Q. I just updated my operating system or bought a new phone and now I can't get the app. What can I do?**

A - We always recommend that you wait to update your operating system until we can verify that the new operating system will work well with your hearing instruments. The most recent information on compatible phones and operating systems can be found on [future-resound.com](http://future-resound.com). If your new phone or operating system should be compatible, it may still be necessary to go through the pairing process again in order to get your hearing aids and phone to work well together.

# ReSound Smart 3D App

## GETTING STARTED

### Q. Do I need an accessory to use the Smart 3D App?

A: The control functionality of the app will work once paired. In order to stream audio to your Android device, however, you will need the Phone Clip+ accessory.

### Q. How do I get the ReSound Smart 3D app for my compatible Android device?

A: Download for free on Google Play. You can enter Google Play by tapping the Play Store icon on your Android device. In Google Play, search for **ReSound Smart 3D**. After finding the app, tap the **Install** button. You may be required to enter your Google Play ID and password and then the Smart 3D App will start downloading.

### Q. What if I don't see the Smart 3D App in Google Play?

A. Verify you have a [compatible](#) Android device. Google Play only displays apps that are compatible with specific Android devices.

### Q. What operating system is required to run the ReSound Smart 3D app on my Android phone?

A: Your Android device must be running Android OS 4.4.2 – 4.4.4 (KitKat), OS 5.0 (Lollipop), or OS 6.0 (Marshmallow), OS 7.0 (Nougat), or OS 8.0 (Oreo). Your specific operating system will depend on the specific device model and carrier. If you are not sure which operating system your device should be running, check with your mobile phone carrier.

### Q. How do I pair my Android phone to my ReSound Vida hearing instruments?

A: Consult the [Quick Guide](#) found on this website or in your ReSound Vida package for instructions on how to pair.

### Q. I downloaded the app and paired my hearing instruments to my mobile device. What do I do next?

A: Follow the sequence below to complete the process:

- Simply tap the **Smart 3D App** icon on the home screen of your mobile device to launch the app. An entry flow containing the following steps will begin:
  - Step 1: Do you want to connect with the hearing instrument now or run in demo mode? Choose **Get Started**.
  - Step 2: Terms of use: We inform you that you should familiarize yourself with the printed user guide for the hearing instruments. It is necessary to accept the terms of use to proceed.
  - Step 3: We inform you about the hearing instrument models you can use with the app.
  - Step 4: We offer guidance on how to pair your hearing aids to your Android device.
  - Step 5: You're ready to run the Smart 3D App.

If you need guidance on the app features, please consult the **Tutorial section** of the app or the **Connectivity Guide** included in your ReSound Vida package.

### Q. Why does the app take time to load after pairing?

A: When you open the app after the hearing instruments were disconnected, the app reads information from the hearing instruments. During this connection process, you can see progress bars at the top of the app screen.

**Q: My hearing aids disconnected from my mobile device and didn't automatically reconnect. What do I do?**

A: If the hearing aids disconnect from your mobile device, it's typically because they are out of Bluetooth range (around 30ft) from the phone. If the ReSound Vida devices disconnect from your mobile device, they will go into search mode for 180 seconds before deactivating wireless transmission. When the ReSound Vida devices come back into range of the mobile device, you need to open and close the battery doors so they begin searching for a device they can connect to.

**Q. What remote control functionality is available on my mobile device?**

A: Remote Control function is available through the ReSound Smart 3D App. Those basic controls include:

- Adjust volume
- Change programs
- Mute the hearing instrument microphones
- View battery indicators
- Adjust bass/treble
- Geotag to assign hearing aid programs to specific locations
- Use your saved settings at any time
- Find your lost hearing instrument with "Find my hearing instrument"
- Access information about how to use and maintain your hearing instruments
- Activate direct streaming from the Multi Mic, Micro Mic, or TV Streamer 2

<b>VOLUME &amp; MUTE</b>
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**Q. What am I adjusting with the Smart 3D App volume slider?**

A: The app volume slider adjusts the hearing instrument microphone level.

**Q. Can I mute the hearing instrument microphone volume?**

A: Yes. Just tap the **mute button** to the left of the volume slider in the app. To mute the volume from a streaming accessory, tap the **mute button** to the left of the orange streaming volume slider.

**Q. How do I adjust the volume for each hearing instrument individually?**

A: Press the **small toggle button** to the right of the volume slider. The button will shift between individual and common volume control.

**Q. Can I mute the volume on ONLY my right or left hearing instrument?**

A: Yes, when you have two volume sliders for individual volume control, just tap the **mute button** to the left of either the left or right volume slider.

**Q. How can I reset my volume level to the default level?**

A: You can reset the volume level to the default level by placing the volume slider on the small gray hash mark of the volume bar. This will set the volume to the default level.

**Q. Can I use the app to adjust the streaming volume?**

A: Yes, if you are streaming from a streaming accessory (e.g. a TV streamer), you can adjust the streaming volume from the orange volume bar with the streaming icon.

If you are streaming sound from your mobile device (e.g. playing music), you can adjust the volume as you normally do by using the hard key volume buttons on the mobile device. You can also use the volume control in the particular app playing the music.

**Q. Can I use the app to adjust hearing instrument volume during calls or while streaming sound?**

A: Yes, adjust the hearing instrument volume by turning the Surroundings slider up and down.

**Q. What is the small gray hash mark on the volume bar?**

A: The small gray hash mark indicates your default volume setting. This is determined by the way the Hearing Care Professional has fitted the hearing instruments.

<b>PROGRAMS</b>
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**Q. Why can't I change programs?**

A: If you lose connection to your hearing instruments, the program buttons are grayed out and non-selectable. At the same time, a white exclamation mark indicates the hearing instruments lost connection to the mobile device. After re-establishing the connection, you can change programs again.

**Q. Why can't I press the program button with the phone icon?**

A: The program button with the Phone Clip+ icon appears when you either stream sound (e.g. music from your Android device or when a phone call is taking place. While the sound streaming or the phone call takes place, the hearing instruments will remain in the streaming program. In order to change programs, you need to exit the streaming or phone call.

**Q. Why are there no streaming device programs in the app?**

A: You will only see a streaming device, such as the TV Streamer 2 or Multi Microphone, if one has been paired to the hearing aids.

**Q. How can I edit the program names?**

A: You can edit the program names in the Program overview screen. Go to the home menu in the app, pull down the shade from just above the program card, then tap **Edit** in the bottom right corner. Then you will see the current programs listed and you can edit each of them as you like by tapping on the program you wish to edit. Keep in mind that a program name must be between 3-10 characters. If you would like a two letter name, you can always add space as the third character.

**Q. If I edit the names of the programs, will my Hearing Care Professional be able to recognize the original programs?**

A: Yes, when you edit the program names, the new name is stored in the hearing instrument. When your Hearing Care Professional connects your hearing instrument, he can read from the hearing instruments and see the program names you have chosen.

Please note: 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. This unfortunately means that the programs you renamed will return to the original names. If you want to keep the names you edited, either ask your Hearing Care Professional to read from the hearing instruments or edit the program names in the fitting software to your preferred names prior to reprogramming.

**Q. Why did I lose the program names that I entered?**

A: 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. The programs you renamed will return to the original names. To keep the names you edited, either ask your Hearing Care Professional to read from the hearing instruments or edit the program names in the fitting software to your preferred names prior to reprogramming.

**Q. Why was my program renaming not remembered by the app?**

A: When you edit the program names remember to press **Save** and then **Done** when you are finished. If you have not pressed **Save** and then **Done**, the renamed programs will not be saved. Please note: If your Hearing Care Professional reconnects your hearing instruments to the fitting software in his/her office, the fitting software will reverse the program names to the original names. If you want to keep the names you edited, either ask your Hearing Care Professional to read from the hearing instruments or edit the program names in the fitting software to your preferred names prior to reprogramming.

**Q. Why did the name of the program change when I chose it?**

A: If your Hearing Care Professional has entered new hearing instrument programs names during the fitting session, you will see these names when you enter the program for the first time after the fitting.

**Q. Why are some of the program buttons grayed out and others not?**

A: There can be several reasons for some of the program buttons being grayed out.

- If you are streaming sound (e.g. music) from your Phone Clip+, only the Phone Clip+ program icon will be highlighted and the remaining buttons will be grayed out.
- If you have two hearing instruments in different programs and one of the hearing instruments disconnects, then the program of the disconnected hearing instrument will look semi grayed out. This is to indicate that the program is disconnected in one hearing instrument, however you can still choose the program for the connected hearing instrument.

**TREBLE, MID, AND BASS**

**Q. What does the treble, mid, and bass adjust?**

A: The treble, mid, and bass adjust the high, mid, and low frequencies. Adjusting treble, mid, and bass means you can customize your hearing experience. The treble/mid/bass range is from +6 dB to -6 dB. You can adjust the treble, mid, and bass for all incoming sounds, including sounds streamed from an Apple device.

**FAVORITES**

**Q. What does the app notification “Turn on Location Services to allow “Smart 3D” to determine your location” mean?**

A: To add a place, you must have the Location Services turned on for your mobile device. If it is turned off, a notification will prompt you to go to **Location Services** in the device settings. To activate Location Services on an Android phone, swipe down from the top of the phone and tap the button labeled **Location**.

**Q. Why can't I add a Favorite?**

A. There can be different reasons for being unable to add a Favorite:

- If your subscription does not include a data package, you are unable to use the location based services and you will receive the notification saying a place could not be added. This can be resolved by acquiring a subscription with a data package.
- If you have not inserted your sim card into the mobile device.
- If your mobile device is in flight mode.

In these cases you will either get a notification that a place could not be added or you will not be able to activate “Q” in the app. On rare occasions, the location cannot be immediately established. This will result in a notification that the place cannot be added to a program.

**Q. How many Favorites can I add?**

A: You can add up to 20 Favorites. If you try to add no. 21, you will see the notification “Maximum number of places reached” or “To be able to add this place, please remove another place from the list”. It can be resolved by either deleting one or more places individually in the “Favorites list” or deleting all the places at once in the app **Program overview**.



**Q. How can I delete a saved Favorite?**

A: In the “Program overview,” tap the favorite you want to remove and press **Delete** in the bottom center of the screen.

**Q. How can I delete all my Favorites at once?**

A: Delete all your places at once by going into the app **Program overview**. Tap **Edit** in the bottom left, then **Delete Favorites** in the bottom right.

**Q. Why did I lose all my saved Favorites at the fitting session?**

A: Favorite locations are tied to a program environment that was established by your Hearing Care Professional during your fitting. If your Hearing Care Professional changes the original program environment to a new program environment, it will erase any saved Favorite that was associated with the original program environment.

**Q. Why did all my saved Favorites disappear?**

A: Your saved Favorites will disappear when you update the ReSound Smart 3D app to the latest version. You can re-save all your Favorites again.

**Q. Can I use the settings from a particular place, when I am in another location?**

A: Yes, you can tap on the **location** and choose **Use now**.

**FINDER**

**Q. How can I use the Finder to locate my hearing instruments?**

A: You can use the Finder in two ways. The Finder will detect if your hearing instruments are close by or far away. The Finder will shift to Map mode and the signal strength indicator will be on the same screen. This will show you the location of the last time your hearing instruments were connected to the mobile device, as long as Location Services is enabled and the Smart 3D App is running in the background. You can see the location address by tapping the **callout**. The callout will also show how long ago the hearing instruments were in that particular location.

If your hearing instruments are within Bluetooth range and turned on, the Finder will shift to “Nearby mode.” The red bars will show if you are getting closer to the hearing instruments or getting further away. In that way, you can search for your hearing instrument nearby (in your house for example).

**Q. Why are the red bars in the Finder Nearby mode not accurate?**

A: When using the Finder in “Nearby mode,” move the mobile device slowly. Depending on how fast you normally walk or move the mobile device, you might have to slow down a little when searching for the hearing instruments.

**Q. Does the Finder work if the hearing instruments have run out of batteries?**

A: Some of it does. The “Map mode” shows the location of last time the hearing instruments were connected to the mobile device and this position will continue to be shown even if the hearing instruments run out of batteries. Please note: Map mode of the Finder does not track the hearing instrument location in real time, so the hearing instrument might have been removed in the meantime. On the contrary, the “Nearby mode,” where you can look for your hearing instruments close by, only works if the hearing instruments have batteries with strength and they are connected to your mobile device.

**CONNECTION**

**Q. What do the lines on the Connection screen mean?**

A: The *white line* means: A connection is established. The connection is between the hearing instrument and the streamer accessory or between the hearing instrument and the mobile device. The *red line* with exclamation mark means: The connection is missing or broken. Press the exclamation mark and you will receive guidance on how to reestablish connection.

**Q. What is the exclamation mark on top of the Connection button or Volume screen trying to tell me?**

A: You are probably missing a connection between your mobile device and your hearing instrument. Tap the **Connection button** and you will see an overview of the connections between your mobile device, 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 get tips for reestablishing the connection.

**Q. What do I do when the app loses connection?**

A: If the app loses connection, it is typically the connection between the hearing instrument and the Android device that has been lost. On the Connection status screen, there will be exclamation marks showing where the connection is lost. If you press the exclamation mark, you will receive guidance on how to reestablish connection.

**Q. Why doesn't the app update certain screens?**

A: Sometimes the app can take a little while to update a screen. This can be easily resolved by leaving and reentering the screen.

**BATTERIES**

**Q. How does the Smart 3D app or audio streaming impact battery consumption?**

A: The app does not significantly impact the consumption of the hearing instrument battery. Running the app will take up some of the mobile battery similar to what other smartphone apps do. Streaming audio via the Phone Clip+ increases battery consumption and will reduce the battery life of the hearing instrument.

**SOUND ENHANCER**

**Q. Why don't I have the Sound Enhancer in my app?**

A: Availability depends on the programs and settings of your ReSound Vida hearing aids. If available for you, the Sound Enhancer will show in the bottom center of the Program screen. The Sound Enhancer might be available only in some of your fitted programs, so please check when in each program.

**Q. Why are one or more of the Sound Enhancer features not available?**

A: Each Sound Enhancer feature is available per program, dependent on the settings of the program. For example, a Restaurant program typically has "Comfort in Noise and Speech Focus" available, but not "Comfort in Wind." Generally, wind noise reduction is not necessary in a Restaurant program. If one of the feature tabs is grayed out for the program you are in, it means that it is available in another program. Try your other programs to see what is available there.

**OTHER**

**Q. Can I get the app in a language other than English?**

A: Yes, the app is available in Spanish, French, Italian, traditional Chinese, Japanese and Korean. The app follows the language of the phone. For example, if your phone is set to Spanish, the app will automatically display Spanish as well.

**Q. What is Demo mode?**

A: Demo mode lets you run the app without connection to the hearing instruments, for demonstration purposes or to learn how to navigate the app. Demo mode simulates the app features as if you were connected to a hearing instrument. You can choose **Demo mode** in the entry flow or enable/disable Demo mode under **More** in the app.

**Q. How do I remove the ReSound Smart 3D app?**

A: Remove the app the same way you uninstall all other apps. On an Android device, either hold your finger on the icon and drag to remove, or tap on: **settings > applications > application manager >** swipe to the **downloads** tab. Find and tap on the app you want to delete and tap uninstall.

**Q. Why does the app say "Your hearing instruments are set to gradually increase amplification over a brief period of time, while you adapt to them. After this period, the treble and bass settings will be enabled"?**

A: You will get to see this notification if your hearing instruments have been fitted with the Acceptance Manager setting. The Acceptance Manager setting gradually adjusts the hearing instrument to the final fitting. During the specified period the Acceptance Manager feature is adjusting, you cannot adjust treble and bass.

**Q. Why doesn't the app refresh?**

A: Sometimes the app might not refresh the screen right away. This means that the settings (e.g. treble / bass) might not update immediately. This can be resolved by exiting and reentering the screen.

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