

ReSound Preza and ReSound Smart 3D App for Android Users

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Q. I have an Android phone. Can I use ReSound Preza?

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

Q. What Android devices are compatible with ReSound Preza 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 directly from select Android phones (visit our Compatibility Page for device compatibility) or with the ReSound 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 Preza hearing instruments using direct streaming, the ReSound Phone Clip+, ReSound Micro Mic or ReSound Multi Mic. 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 instrument 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 ReSound 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 Preza and my Android device?

A. Your Hearing Care Professional is a great resource to answer your questions about ReSound Preza. 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. 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 instruments and phone to work well together.

ReSound Smart 3D App

Getting Started

Q. Do I need an accessory to use the ReSound 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 ReSound Smart 3D app will start downloading.

Q. What if I don't see the ReSound 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 7.0 (Nougat), or newer. 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 Preza hearing instruments?

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

Q. I downloaded the app and paired my hearing instruments in the app, what do I do next?

A: Simply tap 'Continue' in the **ReSound Smart 3D app** and you're ready to use the ReSound Smart 3D app. An entry flow containing the following steps will begin:

If you need guidance on the app features, please consult the **Tutorial section** of the app.

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 instruments disconnected from my mobile device and didn't automatically reconnect. What do I do?

A: If the hearing instruments disconnect from your mobile device, it's typically because they are out of Bluetooth range (around 30 ft) from the phone. If the ReSound Preza devices disconnect from your mobile device, they will go into search mode for 180 seconds before deactivating wireless transmission. When the ReSound Preza devices come back into range of the mobile device, you need to reboot the hearing instruments 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 new features in the app and noise reduction, wind noise reduction and directional mics:

- Adjust volume
- Change programs
- Mute the hearing instrument microphones
- View battery indicators
- Adjust bass, mid and treble
- Geotag to assign hearing instrument programs to specific locations
- Use your saved settings at any time
- Find your lost hearing instrument with "Find my hearing instrument"
- Access to noise reduction and wind noise reduction settings
- Streaming focus quick buttons to minimize the sound from the hearing aid microphones
- Hear all quick buttons to equalize the hearing aid microphone and phone streaming sounds
- Access information about how to use and maintain your hearing instruments
- Activate direct streaming from the Multi Mic, Micro Mic, or TV Streamer 2

Volume & Mute

Q. What am I adjusting with the ReSound 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.

Q. How can I improve the sound quality of my phone calls or streaming audio?

A: There are a few things that you can do to improve streaming audio quality. First, turn down the volume of the hearing instrument microphones so that the streaming audio does not have to compete with environmental noises processed by the hearing instruments. Next, adjust the equalizers of the streaming apps. For the iTunes music app the equalizer is found in **Settings > Music**. Many music streaming services such as Spotify offer an equalizer built into their apps. Lastly, your hearing care professional may be able to make programming adjustments if these measurements aren't satisfactory.

Q. I increased the volume of the hearing instruments to the maximum, but I still can't hear the phone call or streaming music. What else can I do?

A: The volume control for any streamed audio is located on the side of the phone. The volume control for traditional hearing instrument use is in the Settings menu and the ReSound Smart 3D app. If the phone's physical volume is turned up to its maximum and the volume is not sufficient, consult with your hearing care professional.

Programs

Q. Why can't I change programs?

A: If you lose connection to your hearing instruments, the program buttons are grayed out and nonselectable. 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 ReSound TV Streamer 2, if one has been paired to the hearing instruments.

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 left 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. Tap Save and then Done.

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

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. 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 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 edit the program names in the fitting software prior to reprogramming.

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

A: When you edit the program names remember to tap **Save** and then **Done** when you are finished. If you have not tapped **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 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.

Bass, Mid and Treble

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

A: The bass, mid and treble adjust the low (125 to 1K Hz), mid (1K to 3K Hz) and high (3K and above) frequencies. Adjusting bass, mid and treble means you can customize your hearing experience. The bass/mid/treble range is from +6 dB to -6 dB. You can adjust the bass, mid and treble for all incoming sounds, including sounds.

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 airplane 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 Edit, then tap the favorite you want to remove and press **Delete** in the bottom 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 ReSound 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 the 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 does not track hearing instruments in real time, but will show the last location of the hearing instruments when they had power and were able to connect/communicate with the ReSound Smart 3D app. It is possible the devices could have been found and moved by another party. The ‘signal strength’ mode works when the hearing instruments are nearby, have power, and 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 Status icon or Volume screen trying to tell me?

A: You are probably missing a connection between your mobile device and your hearing instrument. Tap the **Status icon** 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 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 ReSound 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 either direct streaming or the Phone Clip+ increases battery consumption and will reduce the battery life of the hearing instrument.

Sound Enhancer

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

A: Only the Sound Enhancer features that are available for each program will be displayed. If a particular feature is not available in Sound Enhancer, then it will not be visible in the Sound Enhancer Menu. All available features will be displayed for each program they are available.

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 uninstall, select uninstall from the pop-up, or tap on: **Settings > Apps & notifications > tap 'see all' >** then scroll down to the app you want to delete, tap it, then tap uninstall.

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. bass/mid/treble) might not update immediately. This can be resolved by exiting and reentering the screen.

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