

ReSound Tech Tip: Android 12 Compatibility

New privacy controls are part of Android 12, including changes to location permissions which gives users the option to share their *approximate location*, rather than their *precise location*.

Our ReSound Smart apps do not currently support the use of approximate location. If a user selects approximate location, they will experience issues with the connectivity flow and with the “Find my hearing aids” feature.

You can use the following steps to make sure users have precise location selected:

On Pixel devices:

1. Go to Settings – Apps – All Apps – select the Smart or Smart 3D app
2. Tap Permissions – Location. Make sure “Allow all the time” is selected, and “Use precise location” is toggled on.
3. Open the Smart app, select “More” on the lower right-hand corner of the screen and select “Pair new hearing aids.”

On Samsung devices:

1. Go to Settings – Apps – select the Smart or Smart 3D app
2. Tap Permissions – Location. Make sure “Allow all the time” is selected, and “Use precise location” is toggled on.
3. Open the Smart app, select “More” on the lower right-hand corner of the screen and select “Pair new hearing aids.”

Manufacturer according to FDA:

GN ReSound North America
8001 E. Bloomington Freeway
Bloomington, MN 55420
USA
1-800-248-4327
pro.resound.com

2021.05

Manufacturer according to Health Canada:

ReSound Canada
2 East Beaver Creek Road, Building 3
Richmond Hill, ON L4B 2N3
Canada
1-888-737-6863

pro.resound.com