

ReSound Series: App Tips and Tricks

Apple iPhone® 11 connectivity to ReSound Preza hearing instruments

If you upgraded your smartphone to the Apple iPhone 11, you may experience issues with connectivity to your ReSound Preza hearing instruments. The best way to resolve this is to re-pair your hearing aids to your Apple device and reinstall your ReSound Smart 3D app.

1. Ensure that all other nearby mobile devices, such as another iPhone or iPad are turned off or have their Bluetooth turned off.
 - a. Turn Bluetooth off by tapping **Settings > Bluetooth** and switch the green toggle to grey.
2. Next, uninstall the ReSound Smart 3D app if it's already on your phone.
 - a. Delete the app by touching and holding the app icon. Tap **Rearrange apps**.
 - b. Tap the 'X' next to ReSound Smart 3D app and confirm you want to delete it.
3. Set your iPhone 11 on silent (toggle the switch on the upper, left hand side of your phone).
4. Tap **Settings > Accessibility > Hearing Devices > Your name/model of hearing aids > Forget this device**.
5. Turn your hearing aids off or if you have rechargeable hearing aids, place them in the charger.
6. Put your phone on Airplane mode by swiping down from the top, right corner of your phone. Select the Airplane icon. Keep Airplane mode on for 15 seconds and then turn it off.
7. Tap **Settings > Accessibility > Hearing Devices**. Turn your hearing aids back on or remove them from the charger.
8. Select them once the phone has detected them.
9. Accept all pairing requests.
10. Go to the Apple app store and type 'Smart 3D' in the search field.
11. Tap **Get** and complete the download.
12. Once installed, open the app and begin the connection flow by tapping **Get Started**.