

ReSound Tech Tips

ReSound GN

ReSound Series: App Tips and Tricks

iOS 13 Connectivity

If you updated your Apple® device to iOS 13, you may experience issues with connectivity to your hearing aids. The best way to resolve this is to re-pair your hearing aids to your Apple device and reinstall your ReSound app.

1. On your device, tap **Settings > Accessibility > Hearing Devices > Your name/model of hearing aids > Forget this device**. Confirm when prompted by tapping **Forget** again.
2. Open your hearing aid battery doors. If you have rechargeable hearing aids, place them in the charger.
3. Turn Bluetooth off on your mobile device, by tapping **Settings > Bluetooth** and switch the green toggle to grey.
4. Reboot your device by turning it off and on again.
5. Once rebooted, turn Bluetooth back on by tapping **Settings > Bluetooth** and switch the grey toggle back to green.
6. Then, tap on **Settings > Accessibility > Hearing Devices** and then turn your hearing aids back on by closing the battery doors or remove them from your hearing aid charger.
7. Once your device has found your hearing aids, tap on your name/model of hearing aids. When prompted, tap **Accept** to all pairing requests.
8. Next, uninstall and reinstall your ReSound app on your phone.
 - a. Delete the app by touching and holding the app icon. Tap **Rearrange apps**.
 - b. Tap the 'X' next to your ReSound app and confirm you want to delete it.
 - c. Go to the app store and type 'Smart 3D' in the search field.
 - d. Tap **Get** and complete the download.
9. Once reinstalled, open the app and begin the connection flow by tapping **Get Started**.