



# Smart 3D™ app

User guide

# Table of Contents

Introduction .....	3
Intended purpose .....	3
Finding and installing the app .....	4
ReSound Smart 3D™ app .....	4
ReSound Smart 3D™ app functionality .....	5
ReSound Assist .....	5
Warnings and precautions .....	7
Symbols .....	9

# Introduction

The ReSound Smart 3D™ app enables you to get more out of your hearing aids by providing new ways to gain control, personalization and relief.

The ReSound app is a variant of the GAN app.

The ReSound Smart 3D™ app is available on the App Store and Google Play.

To get a printed version of this guide, contact customer support or print it yourself.

For more information and help for apps, consult your hearing care professional, or visit our website: [resound.com](https://resound.com).

## Intended purpose

The ReSound Smart 3D™ app is intended to be a remote control for wireless hearing aids made by GN independent of brand.

The ReSound Smart 3D™ app is intended to be a remote control for wireless accessories made by GN independent of brand.

The ReSound Smart 3D™ app is intended to be an assist tool for wireless hearing aids made by GN independent of brand.

When used as a remote control, the app can adjust the hearing aid and/or accessories in accordance with the settings selected by the hearing care professional.

When used as an assist tool, the app provides the user with a connection to the hearing care professional, who can adjust the hearing aid settings remotely.

# Finding and installing the app



Access apps for iPhone, iPad, and iPod touch via a download in the App Store by following these steps:

1. Enter the App Store by tapping the App Store icon on an iPhone, iPad, or iPod touch
2. In the App Store, search for 'ReSound' and the name of the app
3. If using an iPad, change the search criteria in the top left corner to 'iPhone only'
4. After finding the app, tap 'Get'
5. Then tap 'install'
6. Enter a valid Apple ID and password
7. After entering the password, you can find the app on your device screen - tap to open the app



Access apps for Android devices via a download in Google Play by following these steps:

1. Enter Google Play by tapping the Play Store icon on your Android phone
2. In Google Play, search for 'ReSound' and the name of the app
3. After finding the app, tap 'Install'
4. After entering your password, the app will download and install
5. After the installation is finished, tap 'Open' to start using the app

## ReSound Smart 3D™ app



Control and customize your hearing aid settings directly from your mobile device, so that you can personalize your hearing experience to match your sound environments. You can also get your hearing aid programs updated by your hearing care professional and receive hearing aid updates remotely without making a trip to the clinic. The ReSound Smart 3D™ app will guide you on all the things you can do and how to do it.

## Compatible device information

The app is compatible with wireless hearing aids and accessories provided by GN ReSound A/S.

For a full list of compatible devices, refer to [resound.com](https://resound.com).

Make sure the hearing aids are updated to the latest firmware version via the app. Your hearing care professional can update the hearing aid firmware for you.

## ReSound Smart 3D™ app functionality

- On your mobile phone, use the top carousel, drop-down or card-swipe to choose your hearing aid or streamer program, or your Favourite. Tap drop-down to edit programs and Favourites.
- Use quick buttons for one-tap, advanced sound adjustments.
- Adjust volume or mute.
- Access Sound Enhancer to adjust treble/mid/bass, noise reduction, speech focus or wind noise reduction\*.
- Access Tinnitus Manager to adjust pitch and variation of sound from the Tinnitus Sound Generator, or to choose your Nature Sound\*\*.
- Status menu.
- The 'My' menu: Here you can learn what the app can do and contact your hearing care professional\* to request help and receive updates to your hearing aid settings.
- The 'More' menu: Here you can adjust app settings and find additional information on your app.

\* Feature availability depends on the hearing aid model and the fitting by your hearing care professional.

\*\* Available if the Tinnitus Sound Generator has been enabled by your hearing care professional.

## ReSound Assist

Use the ReSound Assist option if you need help from your hearing care professional.<sup>1</sup>

<sup>1</sup>ReSound Assist and ReSound Assist Live are only available for hearing aids connecting to ReSound Smart 3D™. The feature is available in selected countries only and depends on the fitting by your hearing care professional.

## **How to request assistance**

Tap MyReSound on the bottom to find ReSound Assist. Tap Request assistance and follow the steps in the app.

You will be asked to answer a few questions before starting.

If you can answer No to all questions, tap Next to continue.

## **How to define and send your issues**

Choose the options that match the issue you are experiencing. The more details you can give, the better.

## **How to fill in your information**

If none of the options on the screen match your issue, choose Other. You can also add a personal message if you want to describe it yourself.

Continue by describing how severe you think your issue is, in which ear it happens and in which programs.

## **How to send your request**

Once you are done filling in your information, tap Send request. Your hearing aids must be connected to the app while sending your request for assistance.

You will receive a confirmation from your hearing care professional.

How to view previous requests Go to My ReSound and tap My requests and new settings.

## **Your new hearing aid settings**

When your new settings are ready to be installed, you will receive a notification on your phone or in the app.

## **How to start installing**

Your new settings are always shown on top of the list. Tap Install to begin and wait until it is done - it will take approximately 1 minute.

You can always restore your previous settings if you think they were better for you. In My ReSound, tap My requests and new settings and Restore to previous settings.

## **How to install your new settings**

Follow the steps in the app. The hearing aids will be turned off while installing.

Once the new settings are installed, tap Close. You are now ready to try your new settings.

### **ReSound Assist Live**

If you use the ReSound Assist Live option, your hearing care professional can call you and adjust your hearing aids remotely while you are on the call. You only need to answer the call and stay connected while your hearing aids are updated.

If you want to chat with your hearing care professional during the session, simply tap the Chat icon.



**CAUTION:** Only accept real-time video calls you are expecting and have scheduled with your hearing care professional.

ReSound Assist Live is available for iOS.

### **Rate my sound**

A few days after installing your new hearing aid settings, the app will ask you to rate the sound in your hearing aids.

You can also rate your sound by tapping My ReSound and then Rate my sound.

### **Comparison**

If your hearing aids have been fine-tuned, the app will ask you to compare the new and older settings. Choose the option you find most suitable for you.

If you are not satisfied with your new settings, the app will ask you fill a new request for assistance. Add as many details as possible so your hearing care professional can provide the best possible solution for you.

## **Warnings and precautions**

### **Use with mobile device apps**

Notifications of app updates should not be disabled, and it is recommended that the user installs all updates to app and operating system to ensure highest protection against vulnerabilities.

The app must only be used with ReSound devices for which it is intended. ReSound takes no responsibility if the app is used with other devices or if third party apps are used to control the ReSound devices.

Apply only remote fine-tuning packages you expect to receive to your hearing instruments.

ReSound does not support rooted mobile phones.

### **Warnings and cautions**

If using the app with a hearing aid, please read the hearing aid user guide. The hearing aid user guide was included in the hearing aid package. If you need a fresh copy, please consult your hearing care professional or visit our website.

Be aware of information marked with the warning symbol.



**CAUTION:** Always use the latest available software update for your device.

Failing to follow these precautions can compromise the information security of your hearing aid and potentially cause hearing loss or tinnitus.

# Symbols

The symbols below are used in this user guide, on the hearing aids, or on the packaging.



**WARNING:** Points out a situation that could lead to serious injuries.



**CAUTION:** Indicates a situation that could lead to minor and moderate injuries.



Legal manufacturer.



Follow instructions for use. (Logo in blue)



Unique Device Identification.



Medical Device.



Date of manufacture.



Please follow country regulations when disposing of physical items related to the software.

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Manufacturer according to EU  
Medical Device Regulation 2017/745:

A small black icon of a stylized mountain range.

GN Hearing A/S  
Lautrupbjerg 7  
DK-2750 Ballerup  
Denmark  
resound.com

**Local contacts:**

**United Kingdom**

GN Hearing UK Ltd  
Unit 13 Talisman Business Centre  
Bicester OX26 6HR  
United Kingdom  
Tel.: +44 1869 352 800  
resound.com

**Australia**

GN Hearing Australia Pty Ltd  
Gate C, 19-25 Khartoum Rd  
Macquarie Technology Park  
Macquarie Park NSW 2113  
Australia  
Tel.: (free) 1800 658 955  
resound.com

**New Zealand**

GN Hearing New Zealand Limited  
Ground Floor, North Entrance  
4 Fred Thomas Drive  
Takapuna, Auckland, 0622  
Tel.: (free) 0800 900 126  
resound.com

**Singapore**

GN Hearing Pte. Ltd  
456 Alexandra Road  
Fragrance Empire Building #22-01  
Singapore 119962  
Tel: +65 6320 9388  
resound.com



Any serious incident that has occurred in relation to the device should be reported to the Legal manufacturer GN Hearing A/S and the competent authority of the EU Member State in which the user and/or patient is established.