

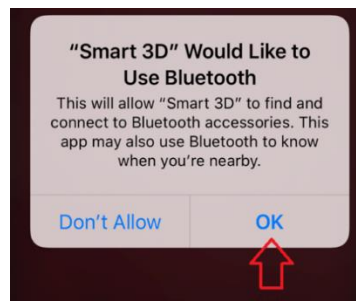
# Tech Tips

ReSound GN

## Important notes about the iOS 13, 13.1 and 13.1.2

The ReSound Smart 3D and Smart app platforms, and all compatible hearing aids, are now verified compatible with iOS 13.1.2. But there are still some iOS and iPhone related defects as well as changes to iOS behavior which may impact our users:

1. iOS 13 was released with several defects, which caused issues for ReSound apps and hearing aids (including connectivity issues):  
*Make sure iOS users are upgraded to iOS 13.1.2 to minimize issues with hearing devices*
2. iOS 13 and later have moved the accessibility menu, where you pair MFi hearing aids:  
*from Settings / General / Accessibility / MFi Hearing Devices  
to Settings / Accessibility / Hearing Devices*  
The pairing flow and MFi settings are the same as on iOS 12, find more info here:  
<https://support.apple.com/HT201466>
3. iOS 13 and later will ask users for permission to find and connect to Bluetooth Devices on first launch of the app after upgrading iOS version. The app can only connect to the hearing instruments if the user selects "OK". If the user selects "Don't Allow", the app will not connect but show a red exclamation mark with the text "Please turn on Bluetooth":



Bluetooth permission on first launch:  
User must select **OK**

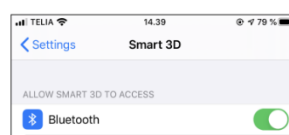
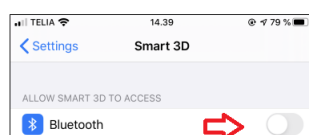


Please turn on Bluetooth

Message in app if 'Don't  
Allow' is selected

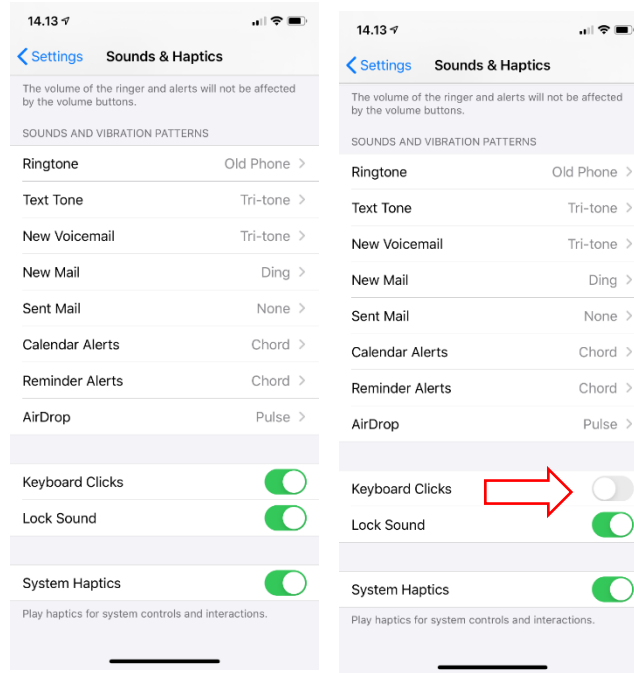
Follow these steps to allow the app to use Bluetooth again:

- a. Go to Settings / [name of the app]
- b. Turn on Bluetooth



Go to Settings / [app name] to allow the app to use Bluetooth again

4. All iPhone system sounds are now streamed to hearing aids. This includes general notification sounds, system sounds and Keyboard Clicks. If Keyboard Clicks are activated on hearing aids prior to ReSound LiNX Quattro, the user will be prevented from naming and saving favorites. To successfully name and save favorites, the user must do one of two things:
  - a. Mute the iPhone while naming and saving the favorite, OR
  - b. Go to Settings / Sounds & Haptics and turn off Keyboard Clicks (recommended)



Turn off keyboard clicks to name and save Favorites in the app

5. iPhone 11 (also running iOS 13.1.2) fails to complete the getting connected flow in the app for ReSound LiNX Quattro (FW version 10043.4300). This is a general problem affecting multiple hearing aid manufacturers and both Apple and ReSound are looking into it. Known workaround:
  - a. Delete the app from the iPhone
  - b. Set Silent mode on (the switch at top left corner)
  - c. Forget the hearing aid from the iPhone
  - d. Airplane mode on
  - e. Airplane mode off
  - f. Repair the hearing aid to the iPhone
  - g. Install ReSound Smart 3D from App Store
  - h. Launch ReSound Smart 3D and complete the connection flow

**Manufacturer according to FDA:**

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

**ReSound Government Services**  
 8001 E Bloomington Freeway  
 Bloomington, MN 55420  
 USA  
 1-800-392-9932  
 gs.resound.com

**Manufacturer according to Health Canada:**

**ReSound Canada**  
 303 Supertest Road  
 Toronto, ON M3J 2M4  
 Canada  
 1-888-737-6863  
 resoundpro.com