

App

ReSound Smart 3D™
User guide

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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 3Dapp 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.

Intended purpose

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

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

The ReSoundSmart 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.

Target population/User Profile

The app is intended to be used by lay persons.

Therapeutic indications

N/A. The accessory has no therapeutic indications in itself.

Contra-indications

No known contra-indications.

Finding and installing the app

Download on the App Store

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.

GET IT ON Google Play

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/compatibility.

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.

Declaration of Conformity

The full text of the EU declaration of conformity is available at the following internet address: www.declarations.ReSound.com/en.

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.

App support

For more information on how to use the app, see: resound.com and search for 'Support'.

Hearing care professional support

If you remain concerned, consult a professional.

If you try this device and continue to struggle with or remain concerned about your hearing, you should consult with a hearing healthcare professional.

Tinnitus management

WARNING: To prevent possible hearing loss, do not listen to high volume levels for long periods.

Intended purpose

The Tinnitus Sound Generator Module is a tool to generate sounds to be used in a Tinnitus Management Program to temporarily relieve patients suffering from Tinnitus.

The target population is primarily the adult population over 18 years of age. This product may also be used with children 12 years of age or older.

The Tinnitus Sound Generator Module is targeted for healthcare professionals, which are treating patients suffering from Tinnitus, as well as conventional hearing disorders. The initial fitting of the Tinnitus Sound Generator Module must be done during an in-office visit by a hearing professional participating in a Tinnitus Management Program. If deemed feasible by the hearing professional, subsequent fittings of the Tinnitus Sound Generator Module may be performed remotely and in real time while having live communication via live audio, video and chat on the user's dedicated app.

Tinnitus Manager functionality

The Tinnitus Manager will be available for you in the app if the Tinnitus Sound Generator (TSG) has been enabled in one or more of your fitted programs. Depending on the fitting by your hearing care professional, you will have either a white noise signal or a nature sound signal as the default setting.

The Tinnitus Sound Generator volume level, frequency shaping, white noise variation and Nature Sound can be adjusted, but the adjustments will be deleted upon closing the app, unless the settings are saved as a Favourite , which can later be accessed manually when re-opening the app.

The Tinnitus Sound Generator volume can only be adjusted within the range set by the hearing care professional.
When closing the app, any adjustments will be deleted and default back to the settings performed by the hearing care professional.

If you need permanent adjustments to the default settings, contact your hearing care professional. The hearing care professional can apply the changes either in-office or remotely depending on availability.

Access to the Tinnitus Manager in the app

A small icon will appear in the top right corner on programs if you have the Tinnitus Sound Generator fitted. If you go to the Sound Enhancer menu from one of those programs, you will see the Tinnitus Manager available.

Nature sounds: Activate or choose your preferred nature sound by tapping one of the six buttons in Nature sounds.

Volume Control: Adjust the volume level of the Tinnitus Sound Generator by moving the slider.

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

ReSound Assist Live

Use the ReSound Assist option if you need help from your hearing care professional.[1]

How to request assistance

Tap My ReSound 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.

[1]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 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 cautions

 WARNING:

- Consult a hearing care professional or a physician:
    - If you think there may be a foreign object in your ear canal
    - If you experience skin irritation
    - If excessive ear wax accumulates with the use of the hearing aid

See also 'Contraindications'.

 CAUTION:

- Only use the Smart 3D app with listed 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.
- If using the Smart 3D app with a hearing aid, please make sure to 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.
- Apply only remote fine-tuning packages you expect to receive to your hearing aids.
- Only accept expected live assistance calls from the hearing care professional.
- Immediately discontinue using the hearing aids and contact a physician if experiencing discomfort or ringing in the ears. Prolonged use can cause damage to the residual hearing, tinnitus or hyperacusis.

Cybersecurity

 CAUTION:

- Always enable notifications for app updates. To ensure the best protection against vulnerabilities, install the latest updates for both app and operating system.

- For privacy protection and security reasons, consider using anti-virus software on your mobile device.
- To prevent unauthorised access to your personal data, use and maintain a strong password or use biometrics to access your mobile device and app.
- If you stop using the product, you should delete the ReSound Smart 3D™ app from your mobile device. This removes all related data from your device.
- Data stored in the GN system is protected against unauthorized access.
- All wireless communications in the ReSound system are encrypted and authenticated to protect your data and prevent unauthorized access to the system.
- The software is secured with code signing to guarantee that it has not been altered or compromised.
- Uninstall and reinstall the app if you suspect that it has been compromised.
- The device comes signed and with certificates, and no further configuration is required.
- The cloud services store access attempts, crashes, erroneous usage, and firmware downloads and updates.
- If the hearing aids consistently fail to connect to or continuously disconnect from the app, contact your hearing care professional.
- Always use the latest available software update for your device.

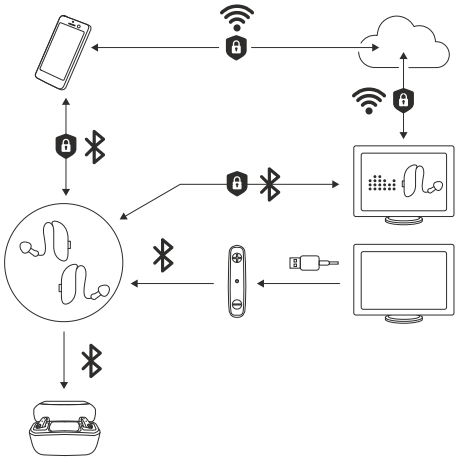
Failing to follow the cautions can compromise the information security of your hearing aid and potentially cause hearing loss or tinnitus.

The following diagram illustrates the communication interfaces of the hearing aid system. The hearing aid system consists of several devices, such as the hearing aids, charger, app, and TV streamer. The diagram shows how these devices communicate with each other, how data is stored in the cloud, and how a TV streamer connects to the television.

Communication with the cloud only takes place if you consent and if the hearing aids are paired with a mobile device.

To ensure data security and patient confidentiality, the hearing aid system employs standard cybersecurity measures built into the protocols, along with additional security

features such as authentication, data encryption, data integrity protection, and data validation.



Symbols

The symbols below are used in this user guide, on the device, 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.



Date of manufacture.



Regulatory compliance mark for EU with notified body number.



Medical device.



Unique Device Identification.



Consult electronic instructions for use.



Swiss authorised representative.



Follow local regulations when disposing of electronic devices.

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

CE 0297 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.

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