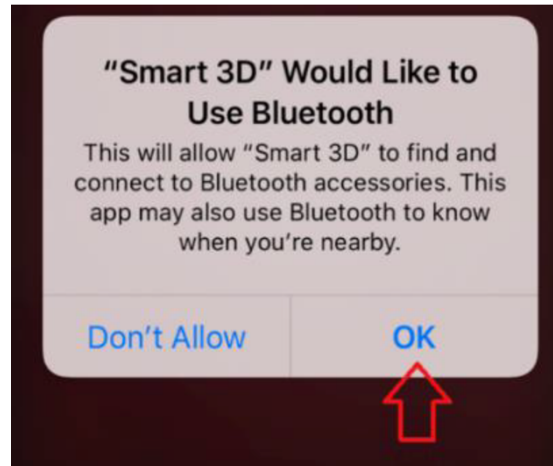


## 1. Giving the Resound Smart & Smart 3D App the Right Permissions

Following the update, when you first opened your Hearing Aids/Smart 3D app on your cell phone or tablet, you will instantly be alerted with an option that looks like the image shown that asks “Smart 3D Would Like to Use Bluetooth”



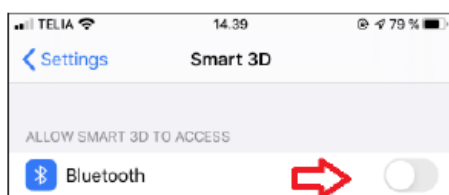
You need to click ‘OK’ to grant permission for the Smart & Smart 3D app to connect to your hearing devices and enable adjustments from the app

If you click ‘Don’t Allow’ – the Smart & Smart 3D App will not make a connection to your hearing aids disabling the apps ability to make changes and adjustments to your hearing aids.

Don’t worry if you have already clicked ‘Don’t Allow’ and your app is no longer adjusting your hearing aids – this can easily be changed by making the following changes.

Go to ‘Settings’ on your device.

Scroll down until you find ‘Smart 3D’ – in here, you’ll be able to toggle Bluetooth on.



## 2. Your Phone/Tablet Now Streams All Sounds Directly into Your Hearing Aid

For some, the new Apple update has resulted in all sounds from your cell phone or tablet being streamed directly into your hearing aids.

Whether this is an SMS notification (such as a text message or news alert) or keyboard clicks when you’re typing.

This can be very distracting, very annoying, and if you’re multi-tasking and holding a conversation whilst typing, it can be overwhelming.

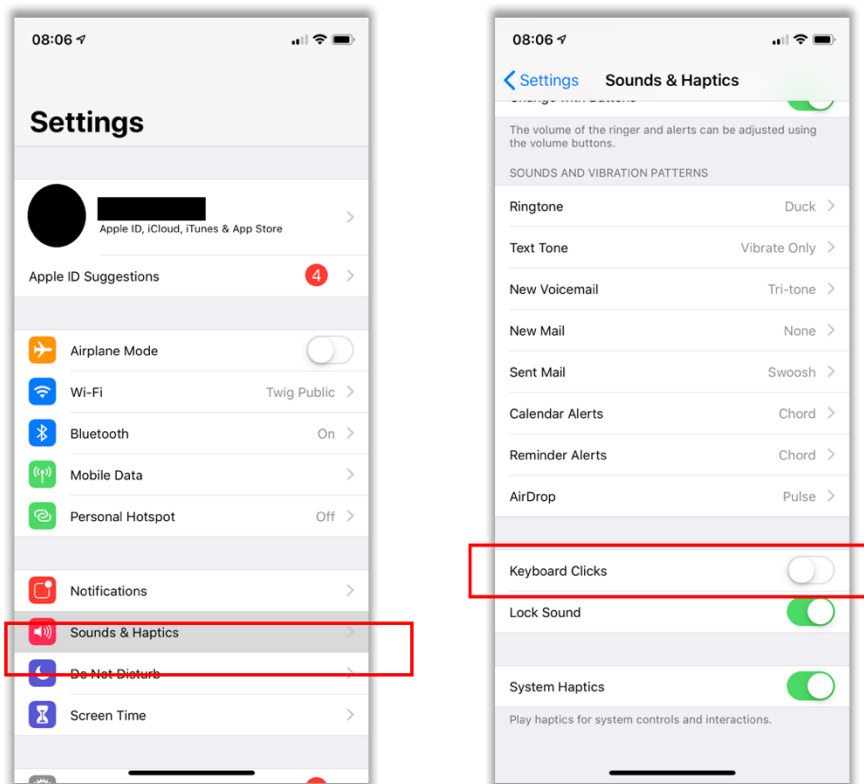
But there is a quick and straightforward solution.

To disable audible alerts from SMS notifications you can

1. Mute the iPhone, using the volume controls on the sides of the device
2. Turn off notification sounds for the specific notifications you don't want to hear
3. Set Media Audio Routing to Never Hearing Aids

To disable audible keyboard clicks go to 'Setting' – select 'Sounds & Haptics'

You can then toggle off 'Keyboard Clicks'.

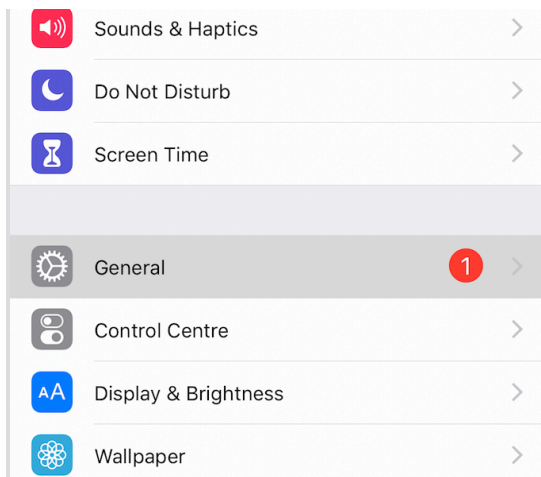


### 3. Apple is working on updates to fix all the bugs

Apple has a long list of bugs to fix in iOS 13 from BT connectivity in cars to headsets to hearing aids. Rest assured that they are aware of all the issues and are working diligently to release updates to fix them. If you're experiencing connection problems between your iPhone and hearing aids, the best thing to do is to install the software updates as Apple releases them. Continue to push iOS updates until the issues are sorted out. There are times after an update that you may need to remove and re-pair your

hearing aids to the phone. Check out this link on the Apple support site for pairing instructions <https://support.apple.com/HT201466>

How do you know when Apple has released an updated version of software? Your Apple device will notify you when a new software update becomes available, it will also be visible in your 'Settings' under 'General' with a red '1' icon like this:



**We apologize for all the headaches the new software is causing. You can rest assured that ReSound has made Apple aware of all the issues iOS 13 has caused for hearing aid users and now we're all awaiting Apple to make the required software changes.**

**Know that if you have additional questions or concerns you can always reach ReSound's consumer hotline at 888.735.4237 or by email [consumerhelp@gnresound.com](mailto:consumerhelp@gnresound.com)**

**Thanks to iOS 13 they are a little busier than usual resulting in longer holds time.**