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GETTING STARTED

I've downloaded the app and paired my mobile device to my Phone Clip+. Now what do I do?
(Please go back to www.resound.com/control and download the Setup Guide for pairing guidance.)

A: Simply tap the launch icon on the home screen of your mobile device to activate the app. An entry flow will begin:

- Step 1: Do you want to connect now or run in demo mode? Choose connect now.
- Step 2: Terms of use: We inform you that you should familiarize yourself with the printed user guide for the Phone Clip+. It is necessary to accept the terms of use to proceed.
- Step 3: We recommend that you disable any lock sounds and keyboard clicks on your mobile device to improve your user experience. This is usually done under Settings and Sound.

The entry flow on Android™ includes a notification to also download the GN Communications Service app. ReSound Control needs this supporting app to run. The download does not add any risk for you.

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How do I pair my mobile device to my Phone Clip+?

A: Inside the app, you will find pairing guidance under Settings. You can also go back to www.resound.com/control and download the Setup Guide for pairing guidance.

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Why do I need the ReSound Unite Phone Clip+ to use the app?

A: The mobile device communicates via Bluetooth to the Phone Clip+ just like other Bluetooth headset devices. The Phone Clip+ uses 2.4GHz wireless technology to communicate with the hearing aids.

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What is the GN Communications Service app that I'm asked to download?

A: On the Android platform, ReSound Control needs this supporting app to run. A notification will appear automatically in the download process. The download does not add any risk for you.

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Why does my app look different from what I see on the web page?

A: All images on the landing page show the iOS version of ReSound Control. On Android, the app looks a little different in order to stay true to that platform. All basic functions are the same, except Android has an added Menu button in the top right corner with an extra Reset Volume function.

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VOLUME

What is the difference between the white and the blue volume bars?

A: The white volume bars are for your hearing aid microphones. The blue volume bars are for your streaming device: ReSound Unite TV or Mini Microphone.

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Can I mute the sound?

A: Yes, you can mute the sound from the hearing aid microphones. Just tap the mute button. Your options for muting the sound from a streaming device are to either turn the volume down or to choose a non-streaming program.

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How do I reset volume to default settings?

A: Either slide the volume bars up or down until the 'punch holes' are visible in the top white bar or re-choose the program on the program selection screen. On Android, there's an added Reset Volume function under Menu.

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How do I make volume adjustments to or mute ONLY my right or left hearing aid?

A: Slide right or left on the volume screen and make your desired adjustment. Please note, if you have ReSound Verso wireless hearing aids where volume synchronization is activated, your hearing aids will always synchronize volume. If you would like to be able to make single-sided volume adjustments on the app, please talk to your Hearing Care Professional at your next visit.

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Why do I not see the mute function on my app?

A: If you have ReSound Alera wireless hearing aids, the mute function is not available.

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Can I use the app to adjust phone volume during calls?

A: Yes. When on a phone call you can use the blue volume bars on the volume screen to adjust the volume level of the phone call.

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What are the small 'punch holes' on the volume bars?

A: The 'punch holes' indicate your default volume setting.

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PROGRAM

Why can I not change programs while I'm listening to music or on a phone call?

A: When you receive sound from your mobile device, the hearing aids automatically move to a streaming program. In order to go back to a hearing program, please exit the active phone operation.

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If I edit the names of the programs, will my Hearing Care Professional be able to recognize them?

A: Yes. Editing names of programs is only stored in the app. When your Hearing Care Professional reconnects your hearing aids to the fitting software in his/her office, the fitting software will actually overwrite the changes you made. If you want to keep the names you edited, either ask your Hearing Care Professional to enter them in the fitting software or edit them again after your visit.

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Why did I lose my personalized program names that I entered?

A: Please see answer above.

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CONNECTION

I have turned on the Phone Clip+ but my mobile device is not making the Bluetooth connection.

A: Did you pair the Phone Clip+ with your mobile device? If not, please see info on the webpage for how to get started. If you did pair the two devices, connection should happen automatically. If not, go to the Bluetooth settings of your mobile device and click 'Hearing Aid Phone' to connect. Most mobile devices will display a small Bluetooth or headset icon in the top status bar when actively connected.

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What do the lines on the Link screen mean?

A: Green line: connection established. Red line with exclamation mark: connection missing. Press mark/line for troubleshooting. Grey dotted line: Pairing of streaming device exists but the device is not currently connected. Turn on device to connect to hearing aids.

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What is the red exclamation mark on the Link button trying to tell me?

A: You are likely to be missing a connection between your mobile device and your hearing system. Tap the button and you will see an overview of the connections between your mobile device, your Phone Clip+, your hearing aids and your streaming device (if you have a streaming device paired in). If a particular connection is not established, the line will be red and have an exclamation mark on it. Tap the exclamation mark or the red line to get some tips for reestablishing the connection.

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OTHER

Can I get the app in a language other than English?

A: For now, the app is only available in English.

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What is Demo mode?

A: Enabling Demo mode means that you can run the app without connection to the hearing system for demonstration purposes. You can enable/disable Demo mode under Settings.

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Why do my hearing aids change programs at message alerts, keyboard use and locking the phone?

A: Whenever the Phone Clip+ detects that there is a sound from the mobile device, it assumes you will want to hear that sound in your hearing aids so it automatically changes to a phone streaming program. It will change right back when the sound stops. You can limit this by disabling unnecessary sounds, for example lock sounds and keyboard clicks (disable under Settings on your mobile device) and you can also set text message alerts to Vibrate Only, not tone.

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How do I remove the app?

A: On an Apple device: Put your finger on the launch icon on the home screen and keep it there until it starts 'shaking' and a little black 'x' appears. Tap the black 'x' to delete the app. Confirm deletion. Then press the Home button to return your home screen to normal. On an Android device: Ways to remove apps vary on Android devices – please consult your smartphone user guide.

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