

Frequently asked compatibility questions

How do Cochlear sound processors work with ReSound hearing aids?

Wireless compatible ReSound hearing aids and Cochlear sound processors share a common 2.4 GHz platform as a result of the long-standing technology collaboration between the two companies. This means the same audio stream can be directed simultaneously to both devices from a compatible iPhone, iPad or Android™ device or wireless accessory.*

What does iOS or Android™ compatible mean?

This means your client can stream sound directly to their Cochlear sound processor and compatible ReSound hearing aid from a compatible iPhone, iPad or Android device without the need for an intermediary device.*

Are ReSound and Cochlear wireless devices compatible?

Cochlear True Wireless™ Devices will work in a bimodal set-up, as will ReSound wireless accessories, with the exception of the TV-Streamer+ which is only compatible with the ReSound Nexia™ hearing aid.*

Can a remote control or app from Cochlear or ReSound manage both the sound processor and hearing aid?

Yes. Bimodal control^ in the Nucleus Smart App or ReSound Smart 3D app allow clients to manage their Cochlear Sound Processor and compatible ReSound hearing aid* at the same time. Clients can access commonly used features such as volume adjustment and program selection.

Where can I find information to help set up my client so that they can pair and stream from wireless accessories or an iPhone, iPad or Android device?

Pairing and streaming instructions can be found in the user guide for the relevant sound processor, hearing aid or wireless accessory. Instructions are also available in the *Smart Hearing Alliance Bimodal Pairing and Streaming Guide*.

“The most amazing thing about this technology is how easy it is to use. Once you get paired it’s virtually plug and play.”

Chad D., Smart Hearing Alliance bimodal user

* For compatibility information and devices visit cochlear.com/compatibility and resound.com/compatibility

^Bimodal control is not available in all countries; check with your Cochlear representative. Bimodal control is available with the following sound processors and hearing aids: Cochlear Nucleus 8, Nucleus 7 and Kanso 2 sound processors and ReSound OMNIA and ReSound ONE.

Cochlear and ReSound collaborate in the Smart Hearing Alliance to develop advanced and innovative hearing solutions for you.



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Hear now. And always

ReSound is part of the GN group. GN makes life sound better through intelligent audio solutions.

This material is intended for health professionals. If you are a consumer, please seek advice from your health professional about treatments for hearing loss. Outcomes may vary, and your health professional will advise you about the factors which could affect your outcome. Always read the instructions for use. Not all products are available in all countries.

Views expressed are those of the individual. Consult your health professional to determine if you are a candidate for this technology.

The Cochlear Nucleus 8, Nucleus 7 and Kanso 2 sound processors are compatible with iPhone, iPad and iPod touch. The Cochlear Nucleus Smart App is available on App Store and Google Play. For compatibility information visit www.cochlear.com/compatibility.

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Select ReSound hearing aids are compatible with iPhone, iPad and iPod touch. The ReSound Smart app and ReSound Smart 3D app are available on App Store and Google Play. For compatibility information visit www.resound.com/compatibility.

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FOR PROFESSIONALS

Made for
iPhone | iPad | iPod

Works with
android



Bimodal compatibility guide



Smart Hearing Alliance

Which Cochlear and ReSound devices offer streaming?

Smart bimodal Direct bimodal streaming to both compatible devices without an intermediary accessory

Bimodal Bimodal streaming to both compatible devices through a wireless accessory

Sound processors and hearing aids		Direct streaming*				Wireless accessories							
		Compatible iOS devices		Compatible Android™ devices		ReSound Phone Clip+ or Cochlear Phone Clip		ReSound Micro / Multi Mic or Cochlear Mini Microphone 2/2+		ReSound TV Streamer 2 or Cochlear TV Streamer		ReSound TV-Streamer+	
		Single device	Smart Bimodal	Single device	Smart Bimodal	Single device	Bimodal	Single device	Bimodal	Single device	Bimodal	Single device	Bimodal
Cochlear	Nucleus® 8	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		
	Kanso® 2	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		
	Nucleus 7	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		
	Kanso					✓	✓	✓	✓	✓	✓		
	Osia® 2	✓				✓		✓	✓	✓	✓		
	Baha® 6 Max	✓		✓		✓		✓	✓	✓	✓		
	Baha® 5	✓				✓		✓	✓	✓	✓		
ReSound	Nexia™	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
	OMNIA™	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		
	ONE™	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		
	Key™ **	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		
	LiNX Quattro™	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		
	ENZO Q™	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		

Note: Not all products are available in all countries. ReSound custom hearing aids are not compatible with smart bimodal streaming.

Which app offers bimodal control^ to manage both hearing devices?

Bimodal control^ in the Cochlear Nucleus Smart App allows clients to manage their compatible ReSound hearing aid and Cochlear sound processor* at the same time. Clients can use one app to change the program or adjust the volume settings on each hearing device. Additional device features continue to be available through the Nucleus Smart App and the ReSound Smart 3D™ app.

^Bimodal control is not available in all countries; check with your Cochlear representative. Bimodal control is available with the following sound processors and hearing aids: Cochlear Nucleus 8, Nucleus 7 and Kanso 2 sound processors and ReSound OMNIA and ReSound ONE.



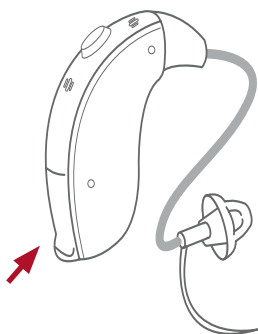
* For iOS and Android streaming, device firmware may need to be updated to the latest version. For the latest compatibility information and devices visit cochlear.com/compatibility and resound.com/compatibility

** For ReSound Key 4 and 3. ReSound Key 2 is only bimodal compatible to the wireless accessories.

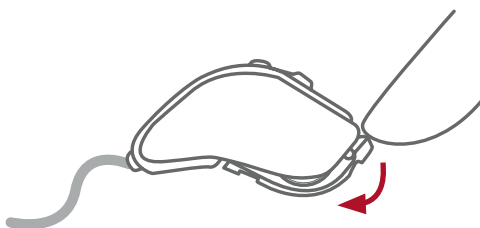
How to identify the model of a ReSound hearing aid

To determine the model of a ReSound hearing aid, you need the device code:

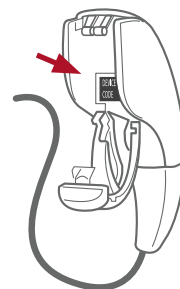
- For a rechargeable hearing aid, the code will be located on the side of the device.
- For a non-rechargeable hearing aid, the code will be located inside the battery compartment. Follow the instructions below to see the device code.



Battery door



Use your fingernail to pull the battery door open and then remove the battery



The device code can now be seen inside the hearing aid

The alphanumeric elements of the device code indicate the type of hearing aid. The first letters represent the hearing aid model.

NX960S-DRWC

Model code Style & Technology Features

Example device code only.

To identify the hearing aid model, find the model code in the table below.

Phased-out models

Hearing aid model	Nexia	OMNIA	ONE	Key	LINX Quattro	ENZO Q
Model code	NX	RU	RT	KE	RE	EQ

LINX ²	LINX	ENZO ²	ENZO	Up Smart	Enya	LINX 3D	ENZO 3D
LS	LN	EN	EO	UPS	EY	LT	ET

How to set up compatible devices for smart bimodal streaming in the fitting software

To link a Nucleus 8, Nucleus 7 or Kanso 2 sound processor with a compatible ReSound hearing aid* for smart bimodal streaming you will need a Noahlink® Wireless programming interface and the latest version of the ReSound Smart Fit™ and Cochlear Custom Sound® Pro fitting software.*

Before starting the linking process:

1. Ensure the hearing aid has been programmed using the latest version of ReSound Smart Fit and the hearing aid firmware is up to date.
2. Close any other fitting software using Noahlink Wireless. Whilst linking, you should only have Custom Sound Pro open. Smart Fit should be closed.
3. Check if the sound processor or hearing aid are already paired with other Bluetooth® devices (i.e. phone or wireless accessories). If they are, turn off the paired phone or accessory during the linking process.

In Custom Sound Pro software, select the *Hardware* tab in Patient Details to add the hearing aid. This results in the hearing aid being displayed in the Patient Dashboard. Follow the steps below to link the devices:

1 Select *Finalise* then *Processor Settings*, then *Link*.

2 Follow steps and select *Continue*.

3 The hearing aid will be detected. Select *Beep* to confirm the correct device has been selected, then select *Link*.

4 Select *OK* after the sound processor ID has been written to the hearing aid, then select *Save*.

5 On the *Finalise* screen select *Save* to save to the sound processor.

In the ReSound Smart Fit software, follow the instructions below:

1 Select *Preferences* in the Edit drop down menu.

2 On the User Preferences screen, select *Yes* next to Bimodal to activate the synchronised bimodal beeps and bimodal fitting guide.

3 Select *Nucleus bimodal* under device controls *Beep frequency*.

* For compatibility information and devices visit www.cochlear.com/compatibility and www.resound.com/compatibility