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 smartphone 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 smartphone without the need for an intermediary device.*

Are ReSound and Cochlear wireless accessories compatible with both the sound processor and the hearing aid?

Yes. If your patient has a ReSound wireless accessory, that accessory will work with a compatible Cochlear product. If they have a Cochlear True Wireless™ device, that device will work with a compatible ReSound hearing aid.

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

No, the remote controls and apps only work with their respective devices.

Where can I find information on how to set up my patient to pair and stream from wireless accessories or a smartphone?

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

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

cochlear.com

Cochlear Limited
1 University Ave, Macquarie University, NSW 2109, Australia
Telephone: +61 2 9428 6555

Hear now. And always

resound.com

GN Hearing A/S
Lautrupbjerg 7, 2750 Ballerup, Denmark
Telephone: +45 45 75 11 11

GN Making Life Sound Better

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	
		Single device	Smart Bimodal	Single device	Smart Bimodal	Single device	Bimodal	Single device	Bimodal	Single device	Bimodal
Cochlear	**Kanso® 2**	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Nucleus® 7	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Nucleus® 6					✓	✓	✓	✓	✓	✓
	Kanso®					✓	✓	✓	✓	✓	✓
	Osia® 2	✓				✓		✓	✓	✓	✓
	Baha® 6 Max	✓		✓		✓		✓	✓	✓	✓
	Baha® 5	✓				✓		✓	✓	✓	✓
	Baha® 4					✓		✓	✓	✓	✓
ReSound	**ONE™**	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Key™ **	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	LiNX Quattro™	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	ENZO Q™	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	LiNX 3D™	✓	✓			✓	✓	✓	✓	✓	✓
	ENZO 3D™	✓	✓			✓	✓	✓	✓	✓	✓
	LiNX²™	✓				✓	✓	✓	✓	✓	✓
	ENZO²™	✓				✓	✓	✓	✓	✓	✓
	LiNX™	✓				✓	✓	✓	✓	✓	✓
	ENZO™	✓				✓	✓	✓	✓	✓	✓
	Up Smart™	✓				✓	✓	✓	✓	✓	✓
	Enya™					✓		✓	✓	✓	✓
	Enya 2™					✓		✓	✓	✓	✓
	Verso™					✓		✓	✓	✓	✓
	Alera™					✓		✓	✓	✓	✓

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

> "I hear the best I ever have with the Nucleus 7 and ReSound hearing aid. Hearing in noise is so much easier. Bilateral streaming is fantastic."
>
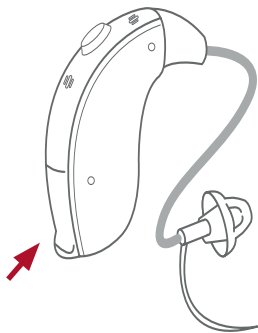> *Neil C., Smart Hearing Alliance bimodal user*

* 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.
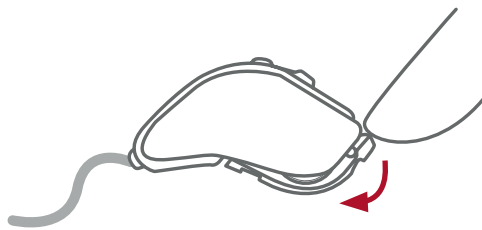
How to identify the model of a ReSound hearing aid

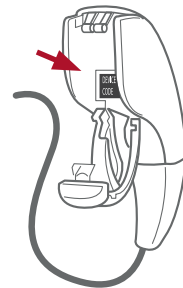To determine the model of a ReSound hearing aid you need the device code:

- 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.

RT961-DRW

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	ONE	Key	LiNX Quattro	ENZO Q	LiNX 3D	ENZO 3D	LiNX²	ENZO²		LiNX	ENZO	Up Smart	Enya	Verso	Alera
Model code	RT	KE	RE	EQ	LT	ET	LS	EN		LN	EO	UPS	EY	VO	AL

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

To link a 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:

- Ensure the hearing aid has been programmed using the latest version of ReSound Smart Fit and the hearing aid firmware is up to date.

- Close any other fitting software using Noahlink Wireless. Whilst linking, you should only have Custom Sound Pro open. Smart Fit should be closed.

- Check if the sound processor or hearing aid are already paired with other Bluetooth® devices (i.e. smartphone or wireless accessories). If they are, turn off the paired phone or accessory during the linking process.

In the Custom Sound Pro software, follow the instructions below:

1 Ensure the compatible ReSound hearing aid is added under Hardware in Patient Details.

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

3 Follow steps and select *Continue*.

4 The hearing aid will be detected. Select *Beep* to confirm the correct device has been selected.

5 Select *Link*.

6 Select *OK* after the sound processor ID has been written to the hearing aid.

In the 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.

---

* For information regarding the compatibility of Cochlear's sound processors and the latest fitting software, visit www.cochlear.com/compatibility