

## **ReSound Tech Tip: Connectivity with Android 12**

Following the recent Android 12 update, some patients reported issues with streaming and reconnecting their hearing instruments, specifically with one of the hearing instruments disconnecting and not being able to reconnect. When this happens, it can appear that both hearing instruments are still connected when looking at the smartphone's Bluetooth menu.

The connection challenges are not related to ReSound hearing instruments or app, but rather Android connectivity protocol between the smartphones and the hearing instruments. Hearing instruments that support Android Streaming for Hearing Aids (ASHA), including ReSound ONE and ReSound LiNX Quattro may be impacted by the Android 12 update.

While GN engineers are investigating and working to resolving the issue in parallel with Android providers, we recommend patients do not update their smartphone to Android 12.

If a smartphone is already running Android 12, the options below may provide temporary workarounds until a permanent resolution is in place. Begin with option one and attempt next suggestions if the prior is not successful.

1. Restarting the mobile device (restarting the phone daily is a best practice recommended for all users).
2. Toggle Bluetooth off/on
3. Disable/re-enable audio streaming to hearing aids

The screen shots on the following page provide additional support for the suggested temporary workarounds.

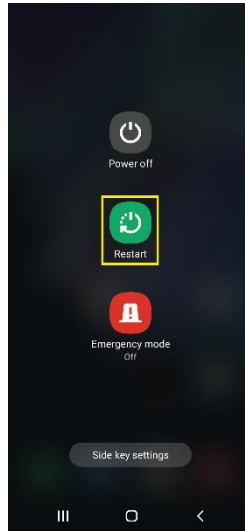
## Samsung

### Restarting Mobile Device

Press and hold power and volume down buttons

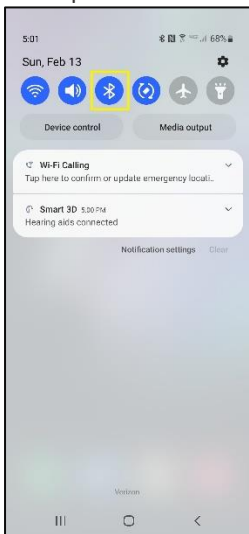


Select **Restart**



### Toggle Bluetooth off and on

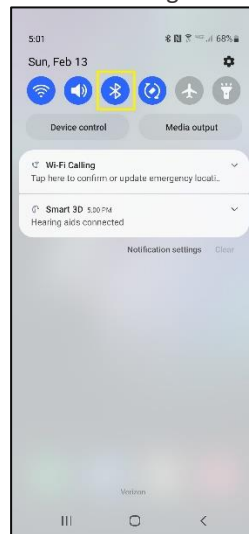
Swipe down from the top and tap **Bluetooth**



Bluetooth will be disabled



To reenable, tap **Bluetooth** again.



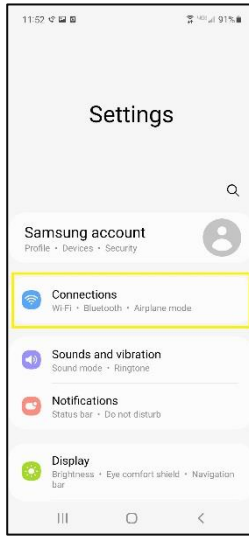
## Samsung

### Disable and reenable audio streaming

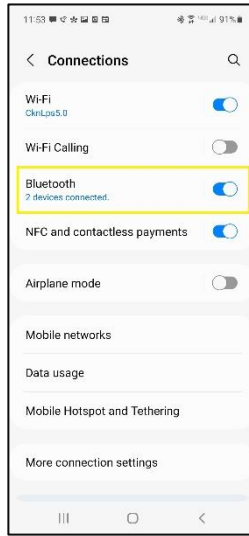
Go to Settings



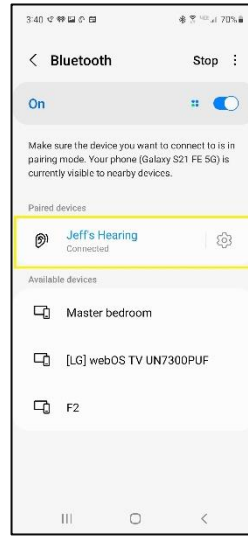
Connections



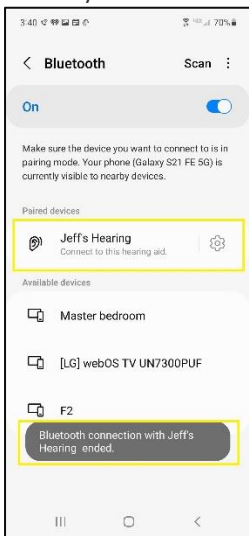
Bluetooth



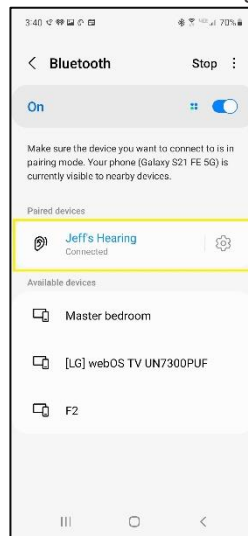
Tap on the hearing aid ribbon



Text should change from blue to gray and may indicate connection has ended



To reconnect, tap on the hearing aid ribbon and text should change back from gray to blue.



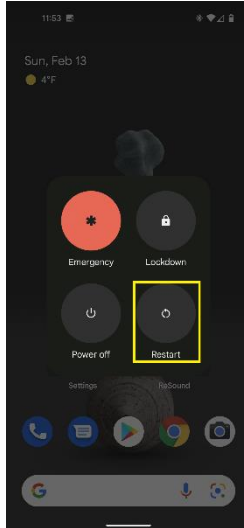
**Google Pixel**

**Restarting Mobile Device**

Press and hold the power button

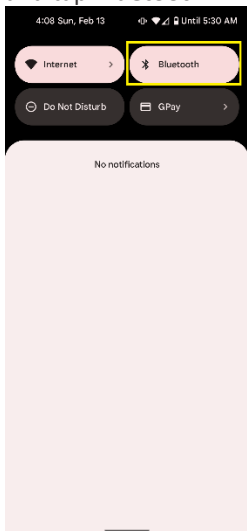


Select **Restart**

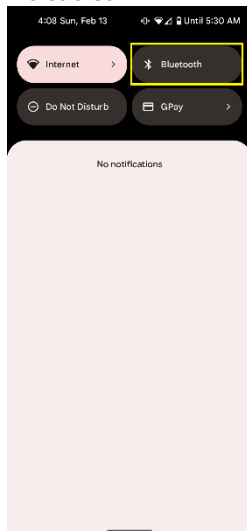


**Toggle Bluetooth off and on**

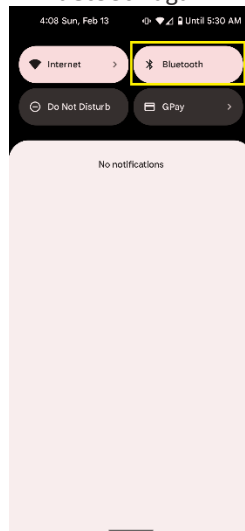
Swipe down from the top and tap **Bluetooth**



Bluetooth will be disabled



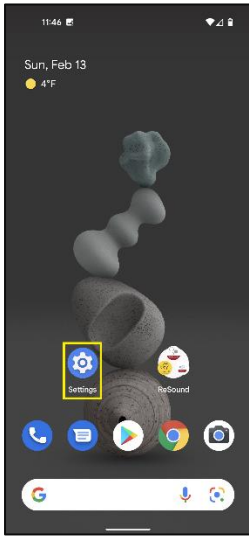
To reenale, tap **Bluetooth** again



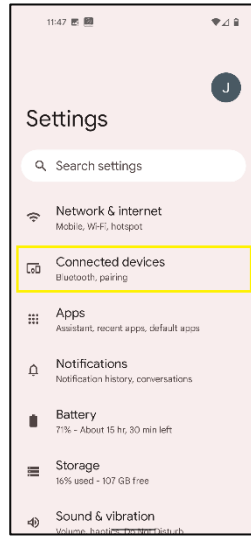
## Google Pixel

### Disable and reenable audio streaming

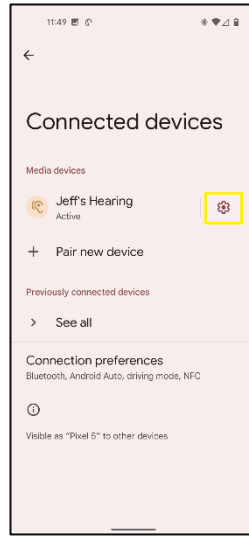
Go to Settings



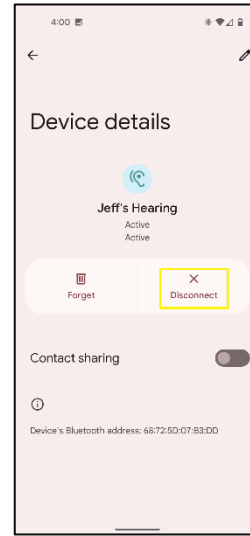
Connected devices



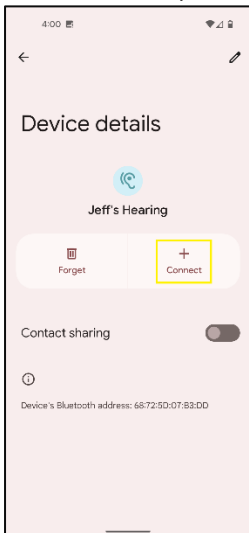
Tap on the gear icon



Click **Disconnect**



To reconnect, tap **Connect**



#### Manufacturer according to FDA:

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#### Manufacturer according to Health Canada:

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Richmond Hill, ON L4B 2N3  
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