

ReSound Tech Tips

Hearing aid privacy and security

1. What if someone were to get a hold of a soldier's or government official's phone that was paired with ReSound LiNX Quattro, ReSound LiNX 3D or ReSound ENZO 3D hearing aids? Could that soldier or official be located with the ReSound Smart 3D app?

The "Find My Hearing Aid" function on the phone only works within 20ft of the paired hearing aids. If the phone is further than 20ft from the hearing aids, the phone will display the last known location of the hearing aids, using the iPhone's location services functionality, not GPS. There is no GPS functionality contained within the ReSound hearing aids. Location functionality is native to Bluetooth LE technology and is not unique to ReSound hearing aids. Any device using Bluetooth LE has this capability built in.

Additionally, there are three ways to prevent this function from activating:

- Password protect the phone so it cannot be unlocked by anyone other than the phone's owner
- Disable location services on the phone
- Put phone in Airplane mode, which temporarily disables location services and Bluetooth

2. Certain government buildings are secured locations which do not allow mobile devices in order to prevent transfer of or uploading of sensitive information. Could someone turn a ReSound LiNX Quattro, ReSound LiNX 3D or ReSound ENZO 3D hearing aid into a storage device and load sensitive information through Bluetooth LE or the ReSound proprietary 2.4 GHz wireless technology?

ReSound wireless hearing aids contain less than 1KB of onboard writable storage and this area is only used to store program names. Any attempt to overwrite this storage would need to be done through a mobile phone that is capable of writing data via Bluetooth LE. If mobile devices are prohibited in a specific facilities, there is virtually no risk that ReSound wireless hearing aids could be used independently to take information. In the highly unlikely event data is captured, the writable storage is so small, no useful information could be stored.

