

ReSound Smart 3D App™


Introducing More Support & Personalization for Your Patients

GN Making Life Sound Better

Learning Objectives

After completing this module you will be able to:

- Explain how mix-in streaming makes the app behave differently when receiving a phone call
- Identify the new features in the ReSound Smart 3D app
- Identify the steps for creating a Remote Fine Tuning request or Rate My Sound using the Smart 3D app



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ReSound Smart 3D App

In this webinar, we will cover the following:

**Pairing of the
RE61 Style**

**NEW Mix-in
Audio
Streaming**

**NEW App
Features**

**Submitting a
ReSound Assist
Request**

**Rate My Sound
Feature**



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ReSound LiNX Quattro RE61: Smartphone pairing process

ReSound LiNX Quattro hearing aids require discovery mode to pair a smartphone (Apple and Android platforms)

RE61 rechargeable does not have a battery door

To enter RE61 discovery mode (LED is solid green):

Option 1

- Turn off hearing aid (5 second press of button) and wait until it powers down
- Turn on hearing aid (5 second press of button)

Option 2

- Place hearing aid in the charger for a few moments, then remove



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Mix-in audio streaming

Phone streaming now mixed-in with the listening program active when answering call and streaming from a mobile device

- Removes delay when initiating streaming from audio phone
- Hear the first words of a phone call
- No longer miss the first directions from a navigation app

Phone streaming uses gain and settings of active program when the signal is received

- This Includes Streaming Accessory programs

Benefit for both Apple and Android devices

- Applies to ANY mobile streaming (MFi or via PC+)

TSG will discontinue when streaming is initiated from a mobile device.

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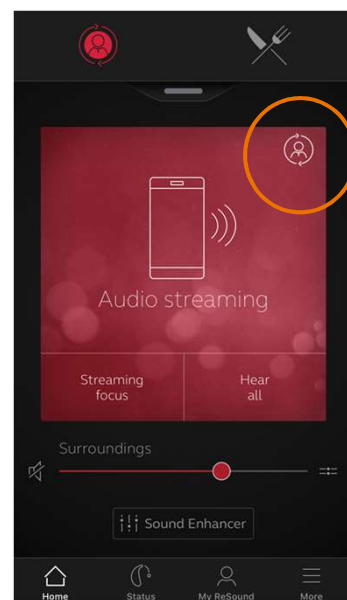
Mix-in audio streaming – Program change

Programs can be changed when streaming from mobile devices

- Standard audio silence will occur briefly when programs are changed while streaming

Program changes will apply to mixed-in audio streamed signal

Current program icon appears in top right corner of program card



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Mobile device mix-in streaming – Quick buttons

Phone call quick buttons

- Call focus
- Hear all

Audio streaming quick buttons

- Streaming focus
- Hear all

Quick buttons only change the volume of the Surroundings – the hearing aid microphone

- Audio Streaming volume can adjusted on the device streaming the audio (e.g., Apple iPhone)
- Sound Enhancer settings are not changed in either scenario



*Note: This is **only** for ReSound LiNX Quattro*

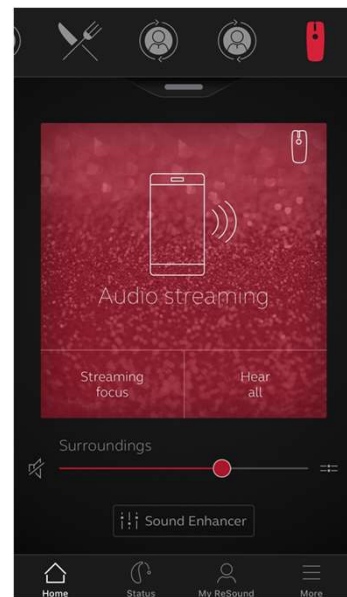
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ReSound accessories Mix-in audio streaming

Mix-in mobile audio streaming occurs in ReSound Accessory programs

- ReSound Accessory streamed audio signal will discontinue
- Accessory volume will not initiate again until mobile audio signal ends
- Streaming focus and Hear all quick buttons available for quick adjustments to hearing aid microphones



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Sound Enhancer

More personalization options available regardless if feature has been enabled in the specific program

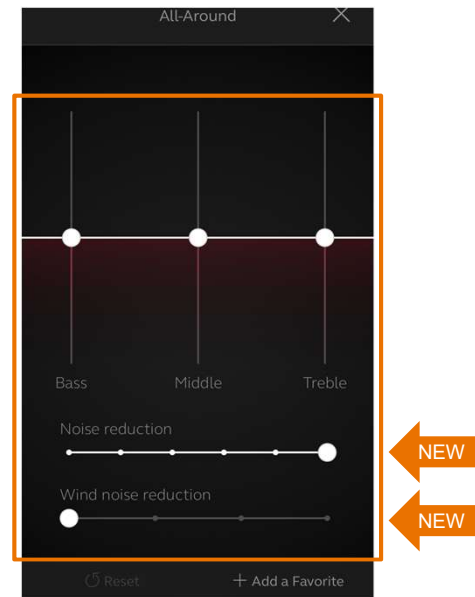
Sound Enhancer adjustments now available across ALL programs

- Noise Reduction
- Wind noise reduction

Speech focus only available for directional programs when:

- AutoScope or SoftSwitching is selected
- NOT available with Binaural Directionality III or Natural Directionality II

Bass-Middle-Treble adjustments retain the same functionality as before – available across all programs



*Note: This is **only** for ReSound LiNX Quattro*

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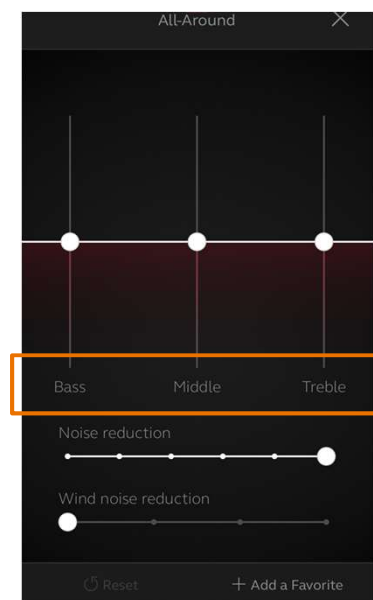
Sound Enhancer – Bass, Middle, Treble

ReSound LiNX Quattro Sound Enhancer gain adjustments incorporate the new extended bandwidth

Crossover frequencies remain the same

- Bass: Frequencies below 1 kHz
- Middle: Frequencies between 1 and 3kHz
- High: Frequencies above 3kHz

ReSound LiNX Quattro high adjustment incorporates frequencies up to 9.4 kHz



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Tinnitus Manager

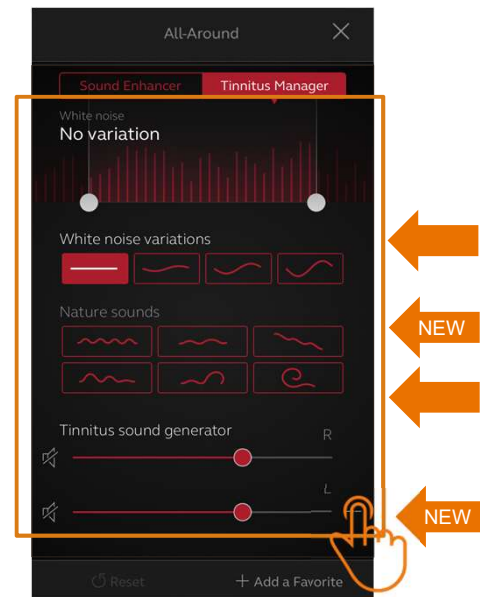
Tinnitus Manager is part of Sound Enhancer screen

Tinnitus Manager options now include

- White noise variations
- Nature sounds
- Bandwidth adjustments
- Tinnitus sound generator volume
- Ear specific tinnitus sound generator volume

Patients now benefit from increased real-time personalization for their tinnitus-controlling needs.

Reminder: The TSG will discontinue while the user is streaming from a mobile device.



*Note: This is **only** for ReSound LiNX Quattro*

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ReSound LiNX Quattro: RE61 Battery level

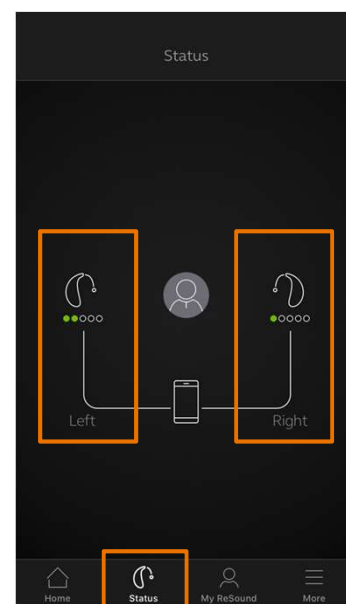
Battery level display is in Status screen

Only for rechargeable devices (RE61)

FIVE circle indicators consistent across ReSound charger, ReSound Smart 3D app & ReSound Smart Fit

- Battery level display is up to 5 green dots with each dot an increment of 20% charge
- One red dot indicates less than 10% charge remaining

On the right screen, the left device has 20 – 40% charge and the right device has 10 – 20% charge



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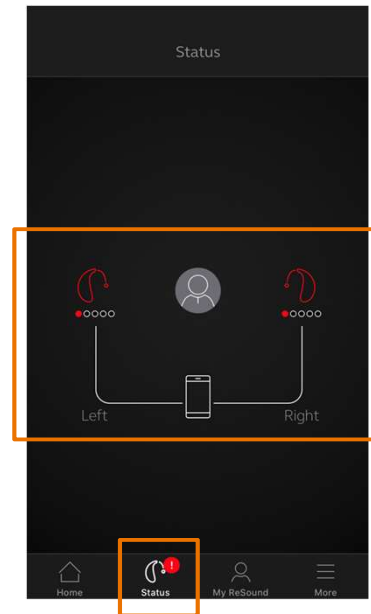
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ReSound LiNX Quattro RE61 – Low battery

One red dot will display on status screen when the hearing aid battery is less than 10% charge

A red dot with an exclamation mark appears on the status bar icon

Charging is recommended - typically less than 3 hours of charge remains (without streaming)



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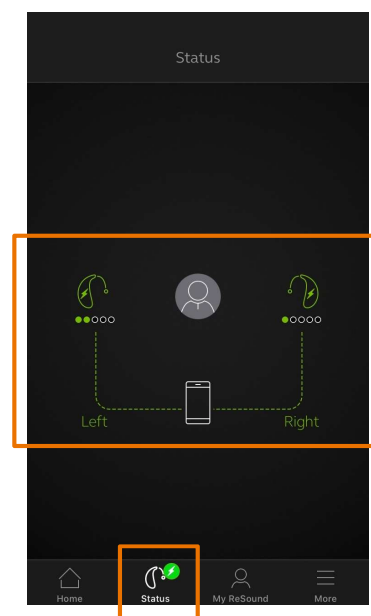
ReSound LiNX Quattro RE61 – Charging

ReSound LiNX Quattro RE61 hearing aids communicate with the ReSound Smart 3D app while charging

ReSound Smart 3D app shows a green hearing aid with charging symbol on Status screen

A green dot with charging symbol appears on the status bar icon

When hearing aids are removed from the charger, a boot sequence occurs and the app returns to normal non-charging display



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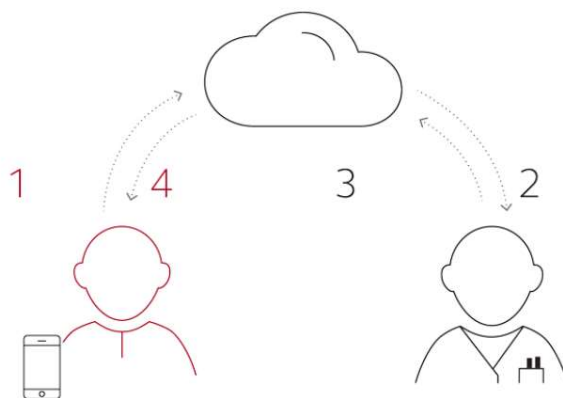
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Submitting ReSound Assist Requests



As Seen from the Patient's Perspective

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Telehealth is being offered in many industries

350,000 patients in 2013
7 million in 2018

86% of patients see value in incorporating telehealth into a healthcare regimen

*Source: US survey of 1000 people, Oct 2016, conducted by Ipsos (leading market research firm)

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20% of patients who were reportedly satisfied with their hearing healthcare provider stated that they would change providers in order to gain access to ReSound Assist.

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Patient Case



ELAINE MORRISON

74 year old female
Busy grandmother of 3

Recently upgraded to ReSound LiNX Quattro devices

After wearing devices for a few weeks...

- People's voices (especially her grandchildren) are a little too tinny
- Mostly noticeable in noisy environments

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Requesting Assistance Requires Consent

Before a patient can request assistance via the ReSound Smart 3D app, two things are required:

1. ReSound Assist must be enabled during a live fitting session
2. Patient must consent to GN Online Services
 - HCP can have them consent via the SmartFit software during the initial fit
 - Patient can consent via the app.

*More information on GN Online Services and ReSound Assist can be obtained in another Audiology Online course titled **"A Fresh Look at GN Online Services"** with Julie Bridges

The screenshot shows the ReSound Smart 3D app interface. At the top, there's a navigation bar with tabs: Patient, Instruments, Fitting, and Summary. Below this, a 'Patient Consent Needed' dialog box is displayed, stating 'The sharing of health information requires patient consent. Review the document with the patient and Start Consent.' Below the dialog, a 'Patient Consent Summary' screen is shown, which includes fields for First Name (Elaine), Last Name (Morrison), and Patient Email (onlinetraining@gmresound.com). It also contains an 'Introduction' section explaining the purpose of the document and a 'Declaration of client consent to' section. A 'Continue' button is highlighted in yellow at the bottom of the summary screen.

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Initiating Remote Assistance Requests

The screenshot shows the ReSound Smart 3D app interface. On the left, a sidebar menu lists options: HEARING AID, LEARNING, and RESOUND ASSIST. The 'RESOUND ASSIST' option is highlighted. The main screen displays a 'Request assistance' dialog box with a 'Start' button highlighted. Below the dialog, a 'Request assistance' screen is shown, which includes fields for First Name (Elaine), Last Name (Morrison), and Patient Email (onlinetraining@gmresound.com). It also contains an 'Introduction' section explaining the purpose of the document and a 'Declaration of client consent to' section. A 'Continue' button is highlighted in yellow at the bottom of the summary screen.

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Initiating Remote Assistance Requests

Request assistance

WHEN IS IT OCCURRING?
Please check when the problem occurs. Add your own description on the last page.

☒ In certain environments

☐ Quiet

☐ Small group of people

☒ Noise

☐ Outdoors

☐ Listening to music

☐ With specific sounds

☐ All the time

Request assistance

HOW SEVERE IS THE PROBLEM?

☐ Slightly annoying ☒ Annoying ☐ Hearing aid unusable

WHICH SIDE IS THE PROBLEM ON?

☐ Left ☒ Both ☐ Right

WHICH PROGRAM(S)?

☐ All programs

☐ All Around ☒ Restaurant ☐ Outdoor

Request assistance

SUMMARY

- Too sharp, tinny, or shrill
- In certain environments: Noise
- Annoying
- Ear side: Both
- Restaurant

REQUEST TITLE

Too sharp, tinny, or shrill

PERSONAL MESSAGE

Voices in restaurants are too sharp. The background noise is too loud.

Request assistance

THANK YOU!

We have received your service request and will get back to you shortly.

Received 23 Feb 2017

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Receiving Remote Fine-Tuning Packages

My ReSound

HEARING AID

Find my hearing aid

LEARNING

Learning about the app

Guiding tips

RESOUND ASSIST

Request assistance

My requests and new settings

Hearing aid software updates

Install new settings

Active Closed

Hi, I've made some changes to your H...
Available for download
16 Jan 2017

Install

TOO SOFT IN RESTAURANTS.
Sent
16 Jan 2017

Read

OTHER
Sent
16 Jan 2017

Read

Install new settings

NEW HEARING AID SETTINGS

Hi, I've made some changes to your hearing aids. Give this a try and let me know how it goes!

Received 16 Jan 2017

Your request • 16 Jan 2017

Please check the problem(s) you are experiencing. Add your own description on the last page.

Muffled, unclear

Too sharp, tinny, or shrill

WHEN IS IT OCCURRING?

Small group of people

How severe is the problem?

Annoying

Which side is the problem on?

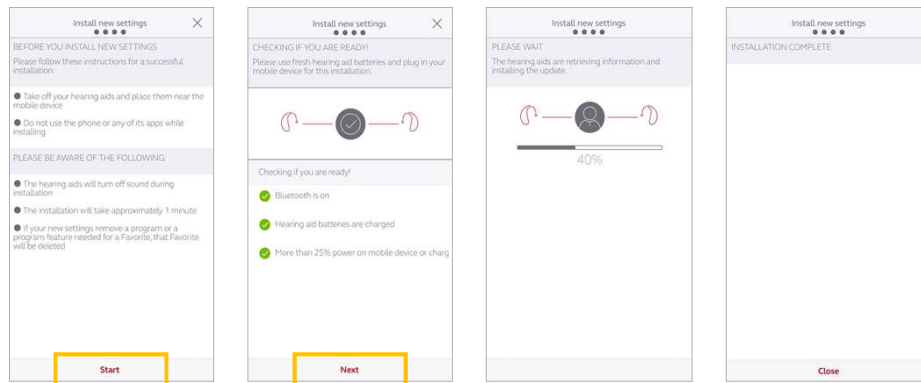
Both

Continue

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Installing New Settings



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What is the Value to Elaine?



PATIENT VALUE

- Fine-tuning needs are communicated with ease
- Less visits to the office = more time spent with her grandchildren
- Recognized higher level of service from her HCP
- Assurance that her needs can be addressed at anytime

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Rate My Sound



As Seen from the Patient's Perspective

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ReSound Smart 3D app

Compatible with: ReSound LiNX Quattro, LiNX 3D and Enzo 3D

Rate My Sound Feature

- Patients can rate their current fitting and provide additional information to the Hearing Care Professional via the app.
- Rating option shows in My ReSound screen under ReSound Assist

Provides

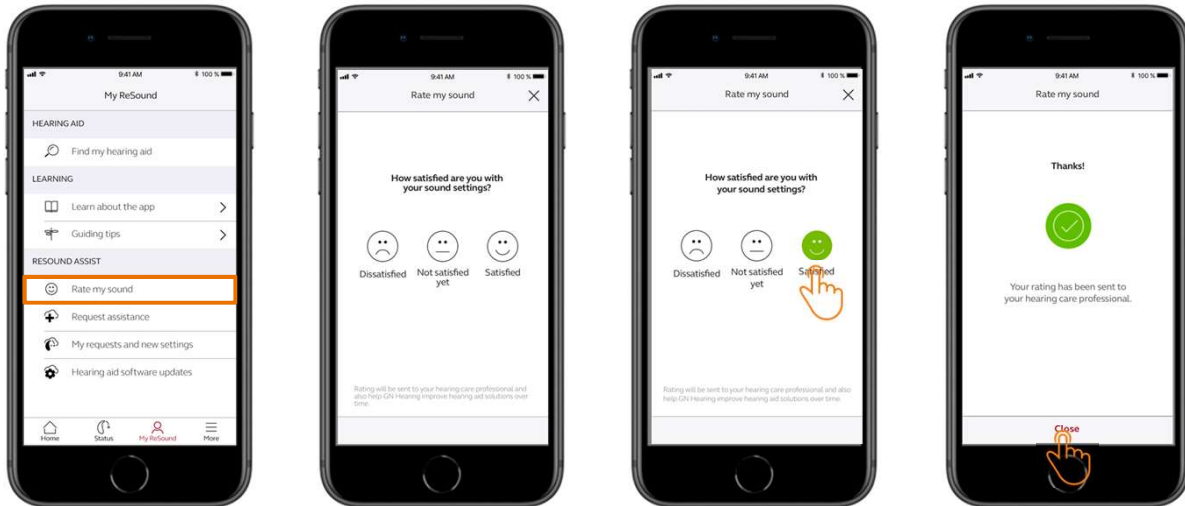
- *more* communication to ensure greatest benefit and satisfaction
- *more* opportunities to manage patient's experience with amplification
- *more* than any other hearing aid on the market – exceeding expectations



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ReSound Smart 3D app – Rate My Sound



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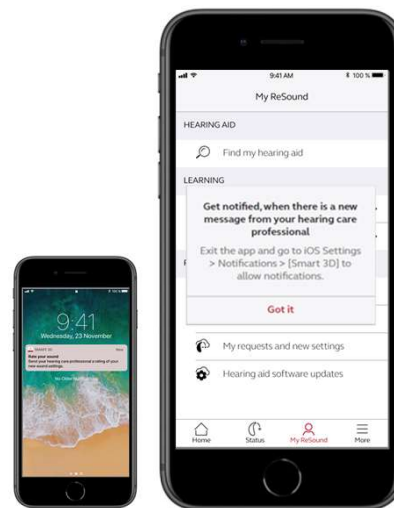
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Rate My Sound: Allow notifications

Ensure that notifications are allowed in the device settings

For Apple, exit the app and go into iOS settings then Notifications then Smart 3D and "Allow Notifications"

Notifications options are similar to other apps



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Rate My Sound: When do notifications occur?

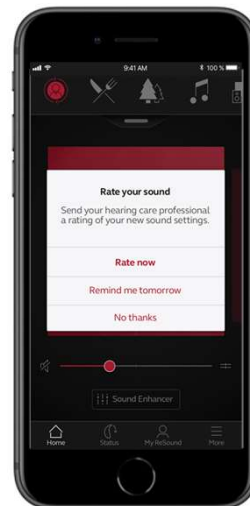
Patients will be notified to Rate My Sound

1. Three days after an initial fitting
2. Three days after an adjustment in ReSound Smart Fit (defined as a saved session)
3. Three days after ReSound Assist adjustment is uploaded to the devices

Patients can initiate a Rate My Sound at anytime

Only one rating per fitting or adjustment

NOTE: Patient consent to GN Online Services required



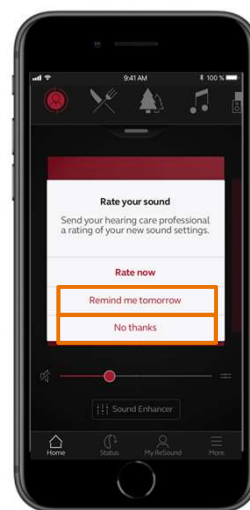
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Rate My Sound Notification – Three options

When a patient is prompted to Rate My Sound they have three options:

1. **Rate now** – rating flow will begin
2. **Remind me tomorrow** – they will be prompted the next day (After three remind me tomorrow selections, prompts will stop.)
3. **No thanks** – prompts will stop



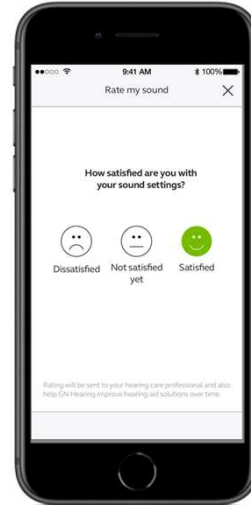
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Rate My Sound: Satisfied

Satisfied rating from the patient is the closing of the Rate My Sound for this adjustment

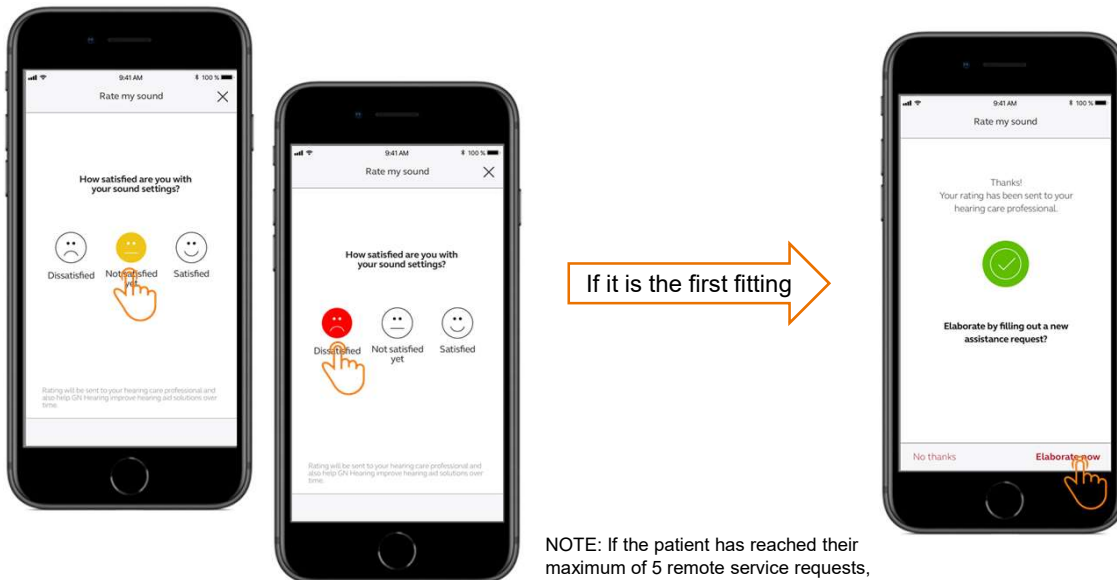
Patients can request assistance – Rate My Sound will not appear again until another fitting adjustment



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Rate My Sound: Not satisfied or Dissatisfied



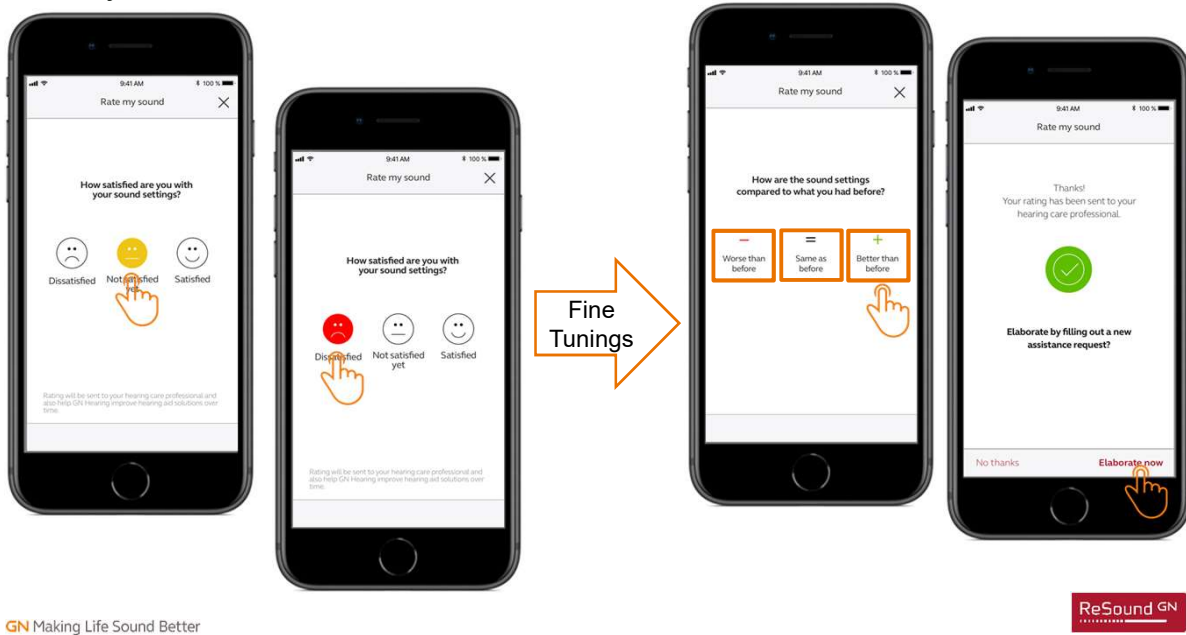
If it is the first fitting

NOTE: If the patient has reached their maximum of 5 remote service requests, a 6th will be let through if coming in connection with rating

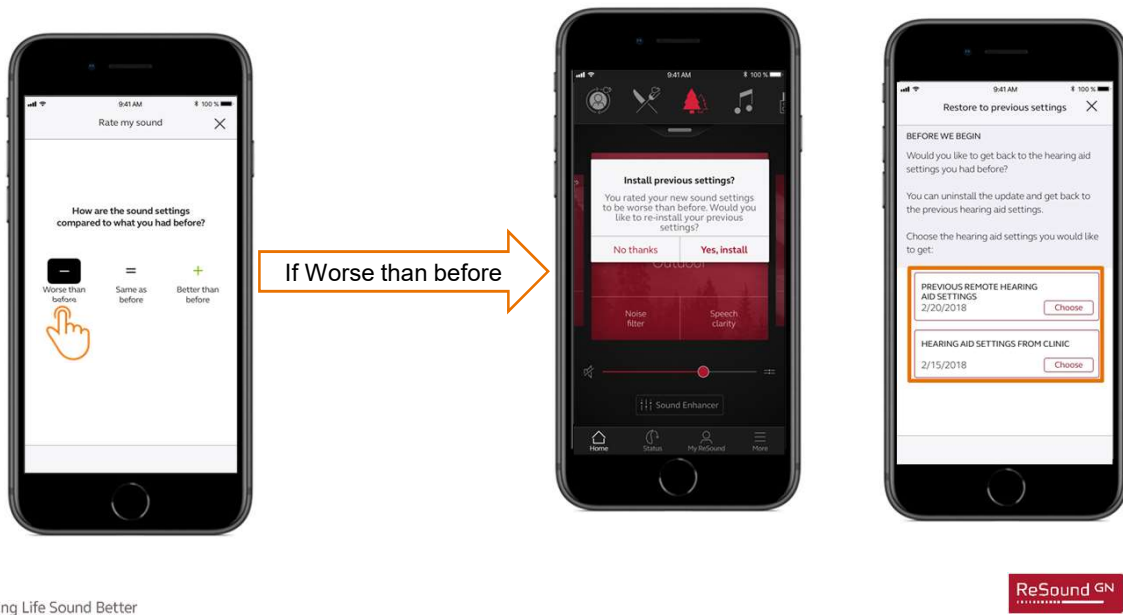
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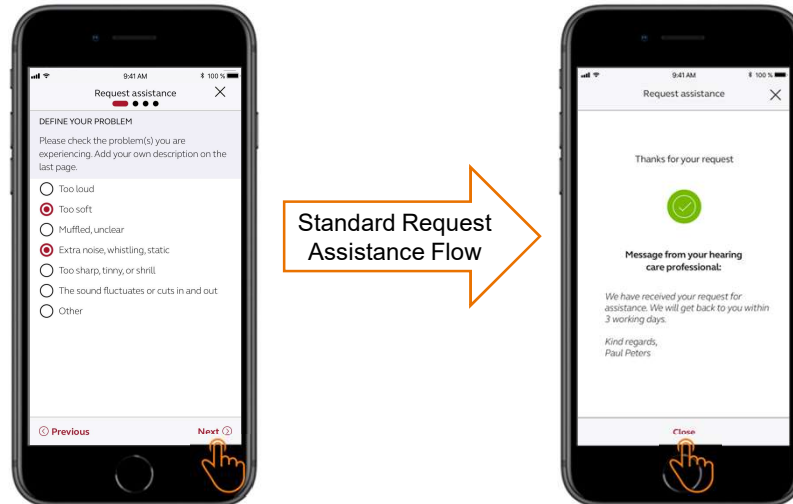
Rate My Sound: Not satisfied or Dissatisfied



Rate My Sound: Worse then before



Rate My Sound: Elaborate



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Rate My Sound – Summary

Compatible with: ReSound LiNX Quattro, LiNX 3D and Enzo 3D

Rate My Sound Feature

- Gives patients opportunity to immediately evaluate their current settings and address any immediate concerns
- Appears THREE days following in-office initial fit, fine tuning or ReSound Assist adjustment is uploaded to the devices
- Rating option shows in My ReSound screen under ReSound Assist

Elaborate

- Option appears any time a rating other than *Satisfied* is chosen
- Allows patients to submit an additional remote fine tuning request
 - Gives patient the option to revert to previous settings



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Rate My Sound – Summary

More Value to YOU and your PATIENTS

- *more* communication to ensure greatest benefit and satisfaction
- *more* opportunities to manage patient's experience with amplification
- *more* than any other hearing aid on the market – exceeding expectations



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Thank you!
mbuemi@gnhearing.com

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Additional Resources

Website: www.resoundpro.com

YouTube: www.YouTube.com/ReSoundUS

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