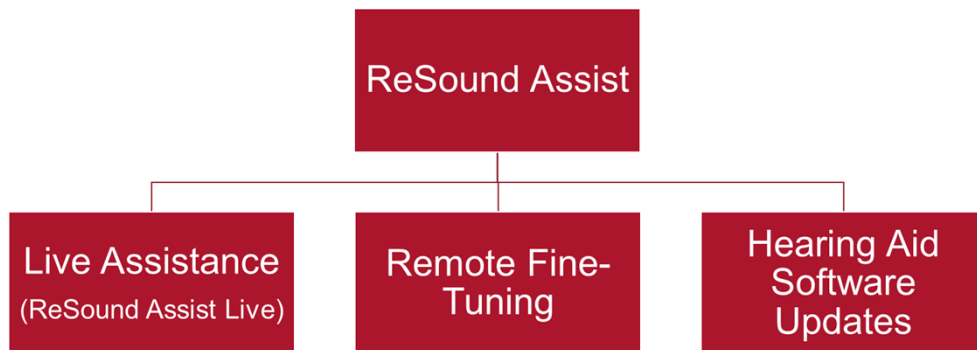


## ReSound Assist: Live Assistance

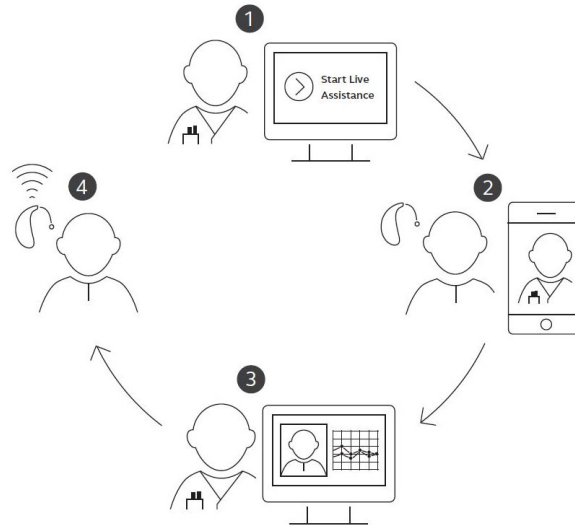
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## ReSound Assist



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## Introducing ReSound Assist: Live Assistance



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## Good to Know



- Access to Live Assistance requires an active GN Online Services account
- Live Assistance must be enabled in the GN Online Services portal by Customer Care regardless if the account already is enabled for Remote Fine-Tuning. Once this occurs, Live Assistance will be visible in ReSound Smart Fit 1.6
- The Live Assistance toggle switch, located on the ReSound Assist screen, must be enabled by the hearing care professional in ReSound Smart Fit for Live Assistance to function
- For patients that are enabled for Remote Fine-Tuning and their hearing care professionals' accounts are enabled for Live Assistance, the hearing care professionals can simulate in ReSound Smart Fit 1.6, turn the Live Assistance toggle to "on," and save the new settings
- Initial fitting of hearing instruments must be completed in the clinic
- All real ear equipment must be unplugged prior to initiating a Live Assistance video call
- Live Assistance video calls can only be initiated by a hearing care professional

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## Good to Know: ReSound Assist Toggle Switches

The screenshot displays the ReSound Smart Fit 1.6 software interface. The top menu bar includes 'File', 'Edit', 'View', 'Instrument', 'Fitting', and 'Help'. The main window is divided into several sections: 'Patient Information' (showing 'Grace DeVore'), 'Instruments' (showing 'Right' and 'Left' ear status), 'Media Player', and 'Fitting' (showing frequency response graphs). The 'Phone Accessories' section is highlighted, showing a 'Remote Hearing Aid Update' toggle switch set to 'On'. Other settings like 'Streaming Bass Boost' and 'Mic relative to Mobile Device' are also visible.

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## Live Assistance: PC Requirements

	Minimum PC requirements	Recommended PC requirements
Processor	Intel Core i3 processor or similar	*Intel Core i7 processor or similar
RAM	4 GB RAM	*8 GB RAM
Hard Disk Space	8 GB Free Hard Disk Space	10 GB Free Hard Disk Space
Screen Resolution	Full Screen - 1280x1024 Wide Screen - 1366 X 768	*Full Screen - 1400x1050 *Wide Screen - 1920x1080
Operating System	Windows 7- 32bit/*64bit (SP1 or higher)	Windows 10 - 64-bit
NOAH	NOAH 4.8.1	NOAH 4.9 (or higher)
Internet Browsers	- Internet Explorer (IE) - version 11 (or higher) - Google Chrome - version 41 and 42 (or higher) - Firefox - version 39 and 40 (or higher) - Safari - version 7 (or higher) - Mobile browser not supported	
Ports	2.0 USB (or higher)	
Drives	DVD-ROM	
Sound Card	16 bit, stereo, Microsoft DirectSound and DirectSound 3D compatible	
External Equipment	Printer, *Camera and *Microphone	

\*These specifications are required for optimal performance of Live Assistance feature in fitting software.  
 ! - It is required to have Extended Security Updates for Windows 7. Please visit Microsoft website for more information.  
 For support of ReSound Smart Fit software, please contact ReSound Technical Support Services.

## Live Assistance: Compatibility



## Hearing Instruments

- ReSound LiNX Quattro
- ReSound ENZO Q
- ReSound LiNX 3D
- ReSound ENZO 3D

## Fitting Software

- ReSound Smart Fit 1.6

## App

- ReSound Smart 3D version 1.7

## Smart Phone

- iPhone 5S and newer
- Minimum: iOS 12
- Recommended: Wi-Fi connection or unlimited data plan

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## Live Assistance: Feature Availability



## AVAILABLE:

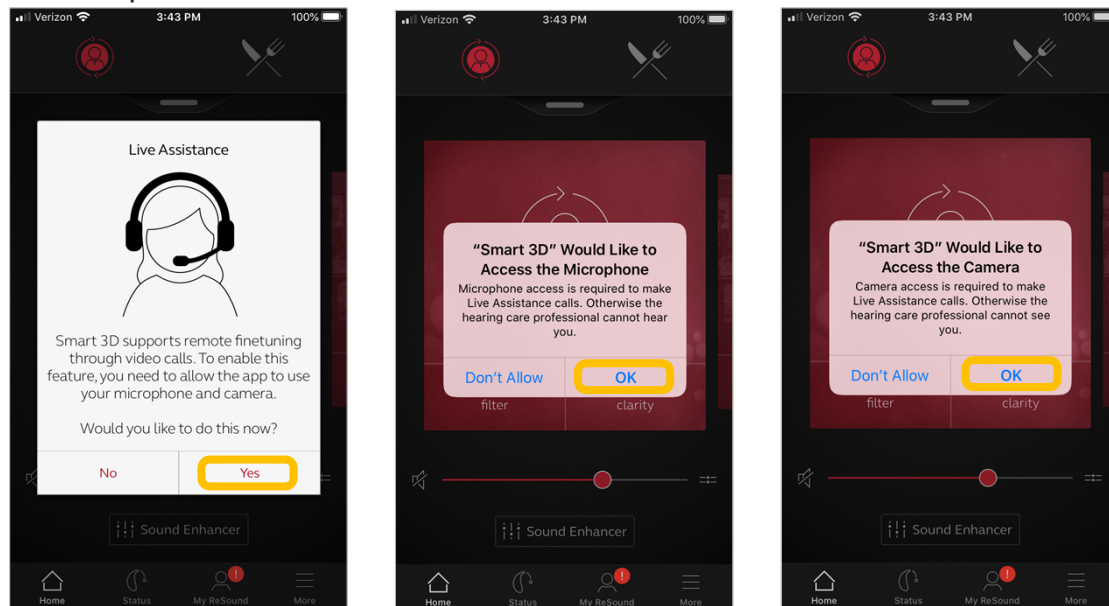
- |   |  |
|---|--|
| <input checked="" type="checkbox"/> Acceptance Manager      | <input checked="" type="checkbox"/> Data Logging             |
| <input checked="" type="checkbox"/> Advanced Features       | <input checked="" type="checkbox"/> Device Controls          |
| <input checked="" type="checkbox"/> DFS Ultra II            | <input checked="" type="checkbox"/> DFS Calibration          |
| <input checked="" type="checkbox"/> Directionality          | <input checked="" type="checkbox"/> Environmental Optimizer  |
| <input checked="" type="checkbox"/> Directional Mix         | <input checked="" type="checkbox"/> Gain Adjustments         |
| <input checked="" type="checkbox"/> Expansion               | <input checked="" type="checkbox"/> Program Changes          |
| <input checked="" type="checkbox"/> Impulse Noise Reduction | <input checked="" type="checkbox"/> Phone Streaming Settings |
| <input checked="" type="checkbox"/> Noise Tracker II        | <input checked="" type="checkbox"/> Reconfiguration          |
| <input checked="" type="checkbox"/> Sound Shaper            | <input checked="" type="checkbox"/> Tools                    |
| <input checked="" type="checkbox"/> Time Constraints        |  |
| <input checked="" type="checkbox"/> Wind Guard              |  |

## NOT AVAILABLE:

- ☐ AutoFit
- ☐ AutoREM
- ☐ Change Instruments
- ☐ Firmware Update
- ☐ Pairing Accessories
- ☐ Restore Hearing Instruments
- ☐ Test device
- ☐ TSG (future release)

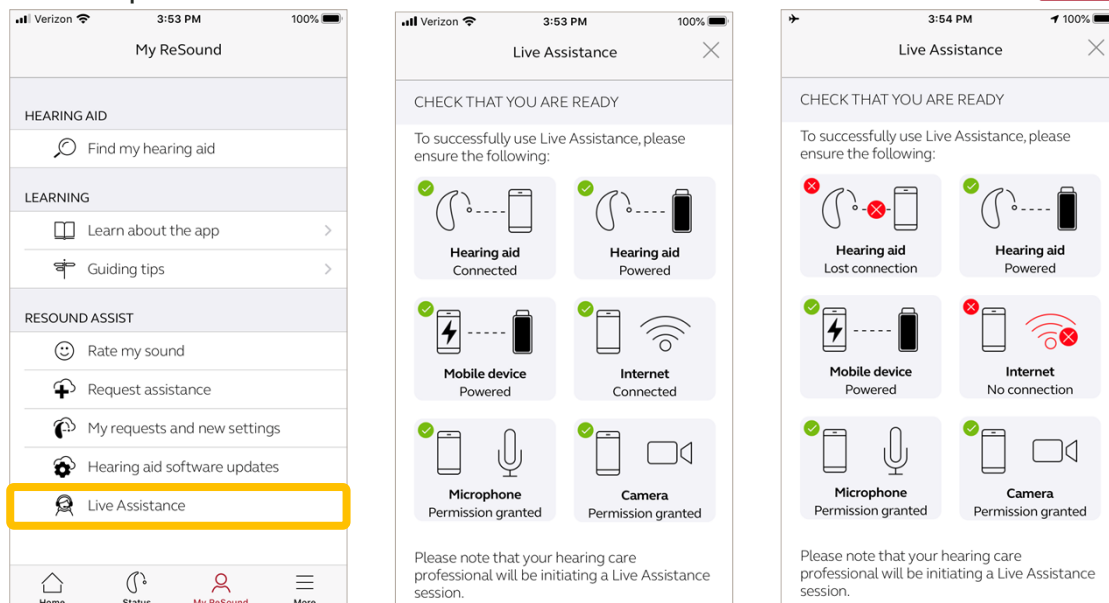
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## Patient Preparation for a Live Assistance Call



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## Patient Preparation for a Live Assistance Call



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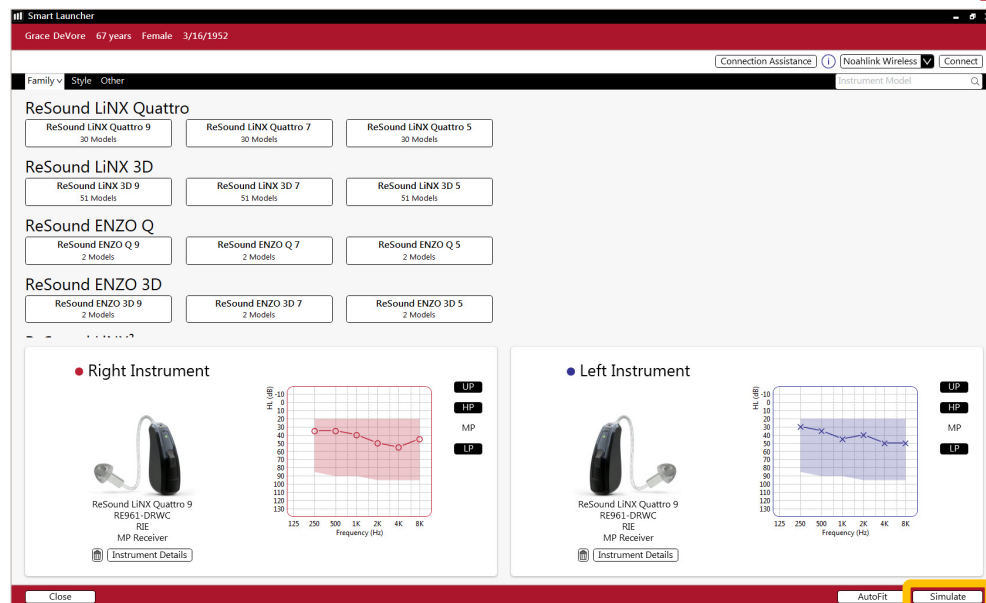
## Live Assistance: Simple Steps



- ✓ Plug in webcam (if utilizing external camera)
- ✓ Plug in Noahlink Wireless
- ✓ Locate patient file
- ✓ Open ReSound Smart Fit
- ✓ Simulate from Smart Launcher screen
- ✓ Initiate Live Assistance video call
- ✓ Patient accepts call
- ✓ Connect ReSound Smart Fit to patient's hearing instruments
- ✓ Adjust hearing instrument settings
- ✓ Save new hearing instrument settings
- ✓ Disconnect hearing instruments
- ✓ End Live Assistance video call

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## Live Assistance: Simulate



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## Live Assistance: GN Online Services Login

The screenshot displays the ReSound Smart Fit 1.6 software interface. The top right corner features the ReSound GN logo and a button labeled "GN Online Services Login". The main interface includes a sidebar with patient information (Grace DeVore), instrument status (Right and Left channels), and media player controls. The central area shows two frequency response graphs and a table of hearing aid parameters for various frequencies (125 to 8000 Hz) and gain levels (6 to 10 dB). The bottom of the interface includes a "Calibrate DFS" button and a "Pair Accessories" button.

## Live Assistance: GN Online Services Login

The screenshot shows the "GN Online Services Login" dialog box. It contains fields for "Username" (resoundtraining) and "Password" (masked with dots). There are links for "Forgot Username?" and "Forgot Password?". A "Sign-in" button is located at the bottom of the dialog box, highlighted with a yellow border.

## Live Assistance: Start Live Assistance

The screenshot shows the ReSound Smart Fit 1.6 software interface. The 'Start Live Assistance' button is highlighted in a yellow box. The interface includes a sidebar with patient information (Grace DeVore, First Time User), instrument status (Right and Left Not Connected), and media player controls. The main area displays two frequency response graphs (Left and Right) and a table of gain levels for various frequencies (125, 250, 500, 750, 1K, 1.5K, 2K, 3K, 4K, 6K, 8K). The 'Gain Level (%)' is set to 100%.

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## Live Assistance: Select Audio and Video Devices

The screenshot shows the 'Select Audio and Video Devices' dialog box. It contains two sections: 'Video Device' and 'Audio Device'. The 'Video Device' section has two options: 'HD Pro Webcam C920' (selected) and 'Integrated Camera'. The 'Audio Device' section has two options: 'Microphone (HD Pro Webcam C920)' (selected) and 'Microphone (Realtek High Definition Audio)'. The 'OK' button is highlighted in a yellow box.

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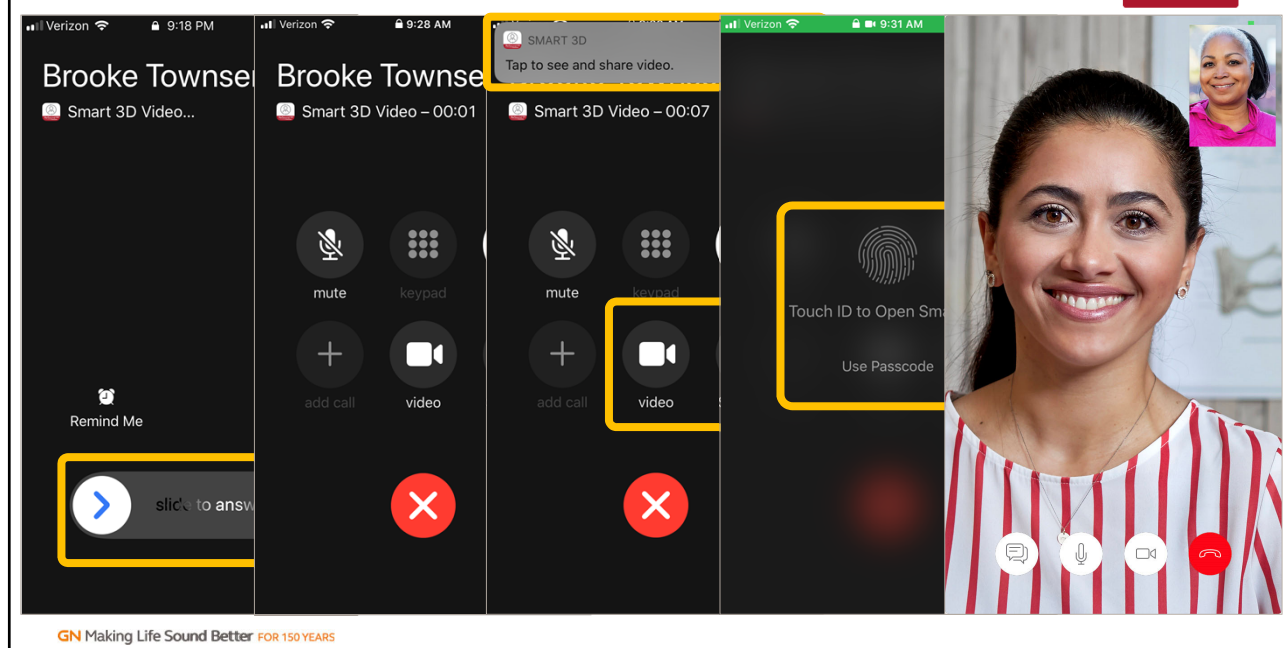
## Live Assistance: Video Call Connecting

The screenshot shows the ReSound Smart Fit 1.6 software interface. The top bar includes the ReSound GN logo and the name 'Brooke Townsend'. The main menu has tabs for Patient, Instruments, Fitting, and Summary. The 'Fitting' tab is active, displaying two frequency response graphs for the left and right ears. The left graph shows a red line representing the hearing aid's output, and the right graph shows a blue line. Below the graphs are tables for 'All-Around' and 'Streaming Accessories' settings. A yellow box highlights the 'ReSound Assist Live' button in the top left corner, which is used to initiate a video call.

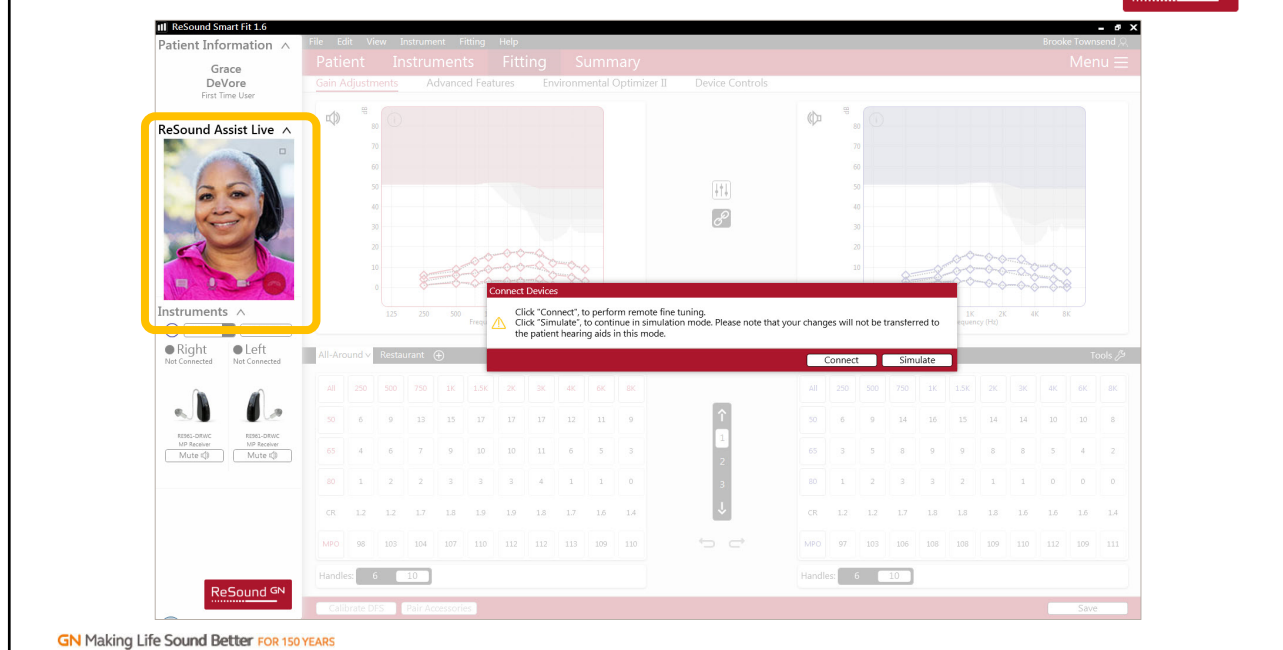
## Live Assistance: Patient Receiving Video Call

The screenshot shows a smartphone screen with an incoming video call from Brooke Townsend. The screen displays the name 'Brooke Townsend' and the text 'Smart 3D Video...'. Below the call information are buttons for 'Remind Me', 'Decline', and 'Accept'. A yellow box highlights the 'Accept' button. To the right of the phone screen is a video call window showing a woman (the patient) and a smaller inset window showing a woman (the hearing care professional). Arrows point from the text labels 'Patient' and 'Hearing Care Professional' to their respective video windows.

## Live Assistance: Patient Receiving Video Call



## Live Assistance: Video Call Connected



## Live Assistance: Connecting Hearing Instruments

**ReSound Smart Fit 1.6**

Patient Information: Grace DeVore, First Time User

ReSound Assist Live: [Patient Photo]

Instruments: Right (Not Connected), Left (Not Connected)

Gain Adjustments: All-Around, Restaurant

Connect Devices Dialog:

Click "Connect" to perform remote fine tuning.  
Click "Simulate" to continue in simulation mode. Please note that your changes will not be transferred to the patient hearing aids in this mode.

Buttons: **Connect**, Simulate

Frequency Response Graphs: Frequency (Hz) vs. Gain (dB)

Handles: 6, 10

Buttons: Calibrate DSP, Pair Accessories, Save

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## Live Assistance: Connecting Hearing Instruments

**ReSound Smart Fit 1.6**

Patient Information: Grace DeVore, First Time User

ReSound Assist Live: [Patient Photo]

Instruments: Right (Not Connected), Left (Not Connected)

Connection Dialog:

Right Instrument: ReSound LINX Quattro 9 RIE MP Receiver

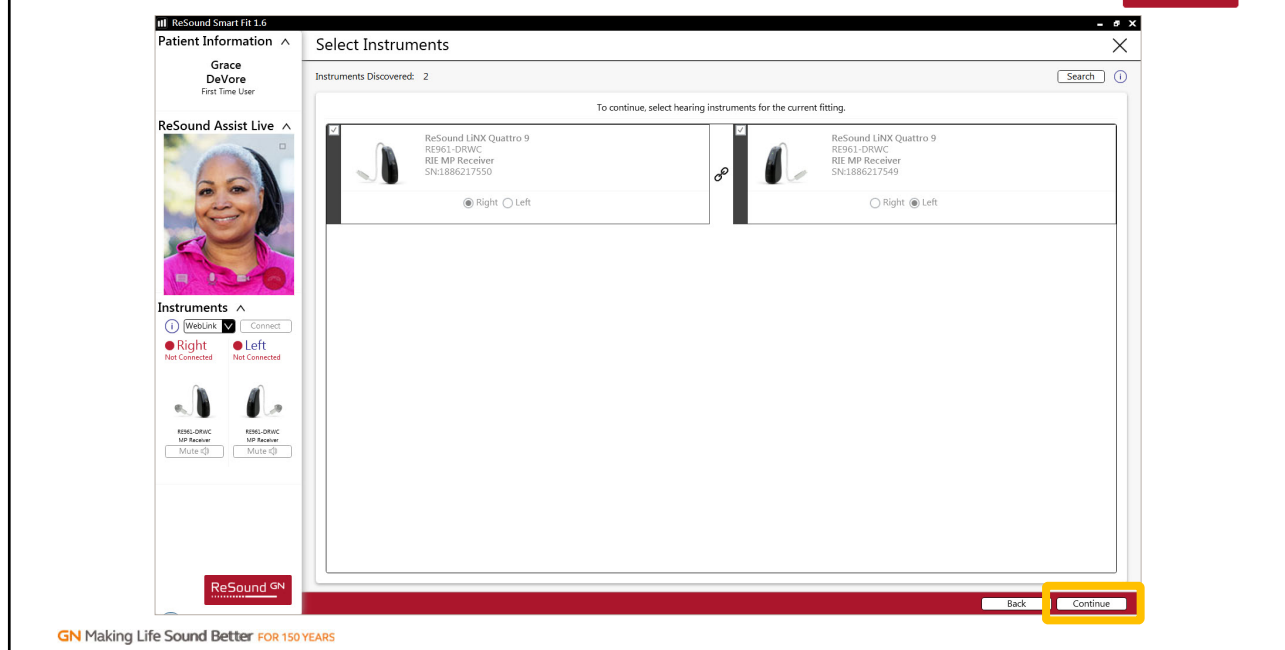
Left Instrument: ReSound LINX Quattro 9 RIE MP Receiver

Instruction: Please notify patient the connection process will begin.

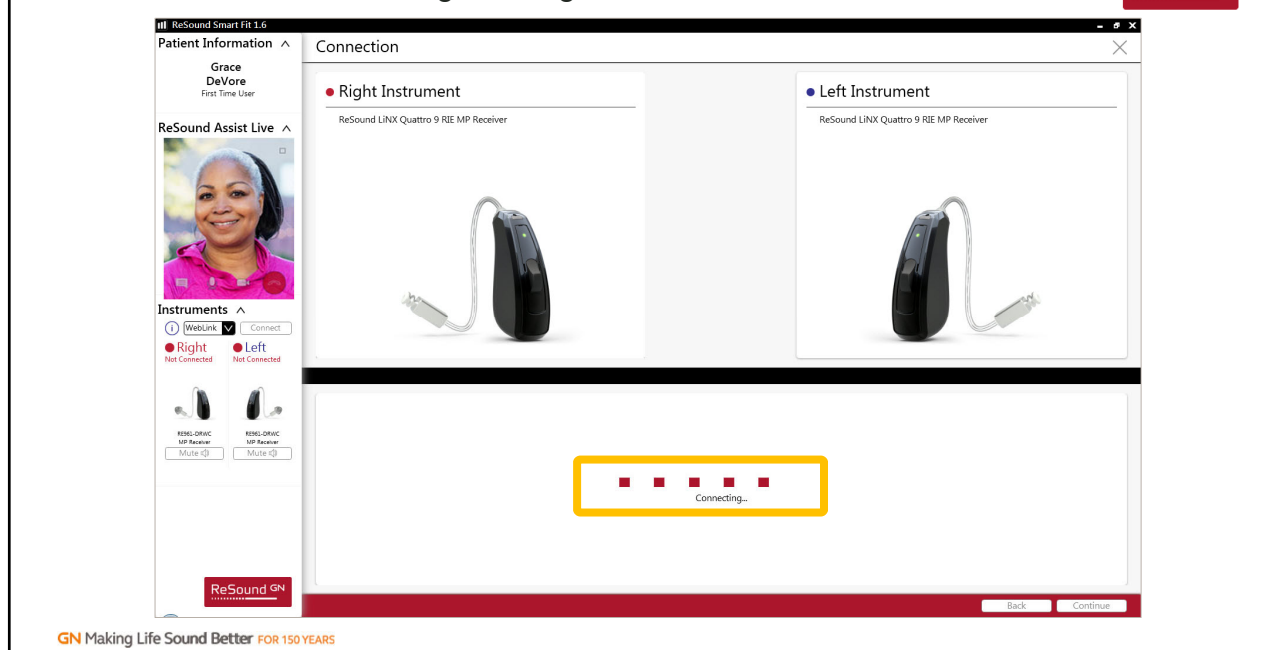
Buttons: Back, Continue

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## Live Assistance: Connecting Hearing Instruments



## Live Assistance: Connecting Hearing Instruments



## Live Assistance: Connecting Hearing Instruments

ReSound Smart Fit 1.6

Patient Information  
Grace DeVore  
First Time User

ReSound Assist Live

Instruments  
WebLink ☒ Connect  
Right Connected Left Connected  
Right Connected Left Connected  
Mute ☒ Mute ☒

ReSound GN

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Connection

Right Instrument  
ReSound LINX Quattro 9 RIE MP Receiver

Left Instrument  
ReSound LINX Quattro 9 RIE MP Receiver

Right Instrument  
☒ Right Instrument  
☒ RE961-DRWC RIE MP Receiver SN: 1886217550  
☒ Audiogram  
☒ Fitting Data

Left Instrument  
☒ Left Instrument  
☒ RE961-DRWC RIE MP Receiver SN: 1886217549  
☒ Audiogram  
☒ Fitting Data

Accessories Continue

## Live Assistance: Hearing Instruments Connected

ReSound Smart Fit 1.6

Patient Information  
Grace DeVore  
First Time User

ReSound Assist Live

Instruments  
WebLink ☒ Connect  
Right Not Connected Left Not Connected  
Right Not Connected Left Not Connected  
Mute ☒ Mute ☒

ReSound GN

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Connection

Right Instrument  
ReSound LINX Quattro 9 RIE MP Receiver

Left Instrument  
ReSound LINX Quattro 9 RIE MP Receiver

Right Instrument  
☒ Right Instrument  
☒ RE961-DRWC RIE MP Receiver SN: 1886217550  
☒ Audiogram  
☒ Fitting Data

Left Instrument  
☒ Left Instrument  
☒ RE961-DRWC RIE MP Receiver SN: 1886217549  
☒ Audiogram  
☒ Fitting Data

Disconnected  
The connection to the instrument(s) was lost.  
If you are fitting rechargeable instruments, make sure they are removed from the charger.

Reconnect Devices Cancel

## Live Assistance: Enlarge Patient View

The screenshot shows the ReSound Smart Fit 1.6 software interface. The 'Patient' tab is selected, displaying patient information for Grace DeVore. The 'ReSound Assist Live' window is enlarged, showing a large video feed of the patient and a smaller inset video feed of the technician. The interface includes various controls for instruments, gain adjustments, and a frequency response graph.

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## Live Assistance: Button Functionality in ReSound Smart Fit

The screenshot shows the ReSound Smart Fit 1.6 software interface. A yellow box highlights the 'ReSound Assist Live' window, and a yellow arrow points to the 'Enlarge' button (a magnifying glass icon) in the bottom right corner of the window. The interface includes various controls for instruments, gain adjustments, and a frequency response graph.

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## Live Assistance: Chat Function

ReSound Smart Fit 1.6

Patient Information

Grace DeVore  
First Time User

ReSound Assist Live

Mrs. DeVore, I have now added a music program. Please take a moment and listen to your favorite music so you can share with me what you think.

I am listening to my favorite song and it sounds wonderful! Thank you!

Brooke Townsend

Menu

Gain Adjustments

Instruments

WebLink

Right Connected

Left Connected

Handles: 6 10

Calibrate DFS

Pair Accessories

Save

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## Live Assistance: Patient Phone Screen Button Functionality

ReSound Smart Fit 1.6

Patient Information

Grace DeVore  
First Time User

ReSound Assist Live

Mrs. DeVore, I have now added a music program. Please take a moment and listen to your favorite music so you can share with me what you think.

I am listening to my favorite song and it sounds wonderful! Thank you!

Brooke Townsend

Menu

Gain Adjustments

Instruments

WebLink

Right Not Connected

Left Not Connected

Handles: 6 10

Calibrate DFS

Pair Accessories

Save

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## Live Assistance: Making Fitting Adjustments

The screenshot shows the ReSound Smart Fit 1.6 software interface. The 'Fitting' tab is active, displaying two frequency response graphs. The left graph shows a red curve, and the right graph shows a blue curve. A yellow circle highlights the 'Restaurant' environment selected in the 'All-Around' dropdown menu. The interface also includes a patient information panel on the left and a 'Gain Level (%)' slider set to 100%.

## Live Assistance: Making Fitting Adjustments

The screenshot shows the ReSound Smart Fit 1.6 software interface. The 'Fitting' tab is active, displaying two frequency response graphs. The left graph shows a red curve, and the right graph shows a blue curve. A yellow circle highlights the 'Music' environment selected in the 'All-Around' dropdown menu. The interface also includes a patient information panel on the left and a 'Gain Level (%)' slider set to 100%.

## Live Assistance: Making Fitting Adjustments

**ReSound Smart Fit 1.6**

Patient Information: Grace DeVore, First Time User

ReSound Assist Live: [Patient Photo]

Instruments: Right (Connected), Left (Connected)

**Fitting Tab:**

- Gain Adjustments: Two frequency response graphs showing gain vs. frequency (125-8K Hz).
- Gain Level (%): 100% (indicated by a slider).
- Streaming Accessories: Two tables of settings for Right and Left instruments.

	All	250	500	750	1K	1.5K	2K	3K	4K	6K	8K
50	4	7	11	13	15	15	15	10	9	7	
65	4	6	7	9	10	10	11	6	5	3	
80	2	3	3	4	4	4	5	1	2	1	
CR	1.1	1.1	1.4	1.5	1.6	1.6	1.5	1.4	1.4	1.2	
MPO	98	103	104	107	110	112	113	109	110		

Handles: 6 - 10

Buttons: Calibrate DFS, Pair Accessories, Save

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## Live Assistance: Saving Settings (Hearing Care Professional View)

**ReSound Smart Fit 1.6**

Patient Information: Grace DeVore, First Time User

ReSound Assist Live: [Patient Photo]

Instruments: Right (Connected), Left (Connected)

**Save Dialog:**

- Right Instrument: ReSound LINX Quattro 9 RIE MP Receiver
- Left Instrument: ReSound LINX Quattro 9 RIE MP Receiver

Right Instrument: Saved to Database, Save to Instrument, Upload to cloud

Left Instrument: Saved to Database, Save to Instrument, Upload to cloud

Progress Bar: The current fitting session is being saved.

Buttons: Continue Fitting, Disconnect hearing aids

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## Live Assistance: Saving Settings (Patient View)

ReSound GN



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## Live Assistance: Saved

ReSound GN

ReSound Smart Fit 1.6

Patient Information  
Grace DeVore  
First Time User

ReSound Assist Live

Instruments

WebLink ☒ Connect

Right ☒ Connected

Left ☒ Connected

Right Instrument

ReSound LINX Quattro 9 RIE MP Receiver

Left Instrument

ReSound LINX Quattro 9 RIE MP Receiver

Right Instrument

- Saved to Database
- Saved to Instrument
- Uploaded to cloud

Left Instrument

- Saved to Database
- Saved to Instrument
- Uploaded to cloud

☒ The current fitting session has been saved.  
You can continue fitting or notify patient to verify updated instruments.

Continue Fitting Disconnect hearing aid(s)

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## Live Assistance: Simulate

**ReSound Smart Fit 1.6**

Patient Information: Grace DeVore, First Time User

ReSound Assist Live: [Patient Photo]

Instruments: Right (Not Connected), Left (Not Connected)

Gain Adjustments: Restaurant, Music

Connect Devices dialog:

Click "Connect" to perform remote fine tuning.  
Click "Simulate" to continue in simulation mode. Please note that your changes will not be transferred to the patient hearing aids in this mode.

Buttons: Connect, Simulate

Bottom section: Calibrate DPs, Pair Accessories, Save

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## Live Assistance: Finish Appointment

**ReSound Smart Fit 1.6**

Patient Information: Grace DeVore, First Time User

ReSound Assist Live: [Patient Photo]

Instruments: Right (Not Connected), Left (Not Connected)

Gain Adjustments: Restaurant, Music, Streaming Accessories

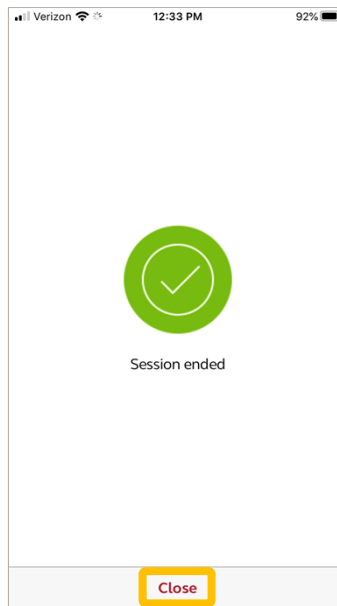
Gain Level (%): 100%

Buttons: Connect (highlighted), Calibrate DPs, Pair Accessories, Save

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## Live Assistance: Call Ended (Patient View)

ReSound GN



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## Live Assistance: Call Ended

ReSound GN

ReSound Smart Fit 1.6

Patient Information  
Grace DeVore  
First Time User

ReSound Assist Live  
Start Live Assistance

Instruments  
1 Noahlin- Connect  
Right Not Connected Left Not Connected  
RESD-DRAC V10 Receiver Mute [i] RESD-DRAC V10 Receiver Mute [i]

Media Player  
Collapse Sidebar

File Edit View Instrument Fitting Help Brooke Townsend

Patient Instruments Fitting Summary

Gain Adjustments Advanced Features Environmental Optimizer II Device Controls

Gain Level (%) 100%

All-Around Restaurant Music Streaming Accessories Tools

	All	250	500	750	1K	1.5K	2K	3K	4K	6K	8K
50	6	9	13	15	17	17	17	12	11	9	
65	4	6	7	9	10	10	11	6	5	3	
80	1	2	2	3	3	3	4	1	1	0	
CR	1.2	1.2	1.7	1.8	1.9	1.9	1.8	1.7	1.6	1.4	
MPO	98	103	104	107	110	112	112	113	109	110	

Handles 6 10

Calibrate DTS Pair Accessories Save

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## Live Assistance: ReSound Smart Fit Patient Timeline

**ReSound Smart Fit 1.6**

**Patient Information**  
Grace DeVore  
First Time User

**ReSound Assist Live**  
Start Live Assistance

**Instruments**  
Right: Not Connected  
Left: Not Connected

**Media Player**  
Collapse Sidebar

**Patient Timeline**  
2020  
Jan 28, 2020

**Live Assistance - 10:53 AM**  
Connected In-Office

**Actions**  
Live Assistance - Saved in cloud  
Live Assistance - 10:50 AM  
Live Assistance - 10:01 AM  
Live Assistance - 10:00 AM  
Remote Session Summary - 10:00 AM  
In-Office Session - 1:38 PM

**Actions by**  
B. Townsend

**Time**  
10:53 AM

**Actions**  
Start an Assist fine-tuning session  
Connected In-Office  
Connected In-Office  
Connected In-Office  
Outdated settings

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## Good to Know: Audio Routing

**Settings**  
General  
Control Center  
Display & Brightness  
Accessibility  
Wallpaper  
Siri & Search  
Touch ID & Passcode  
Emergency SOS  
Battery  
Privacy  
iTunes & App Store  
Wallet & Apple Pay

**Accessibility**  
Hearing Devices  
RTT/TTY  
Audio/Visual  
Subtitles & Captioning  
Guided Access  
Siri  
Accessibility Shortcuts

**Hearing Devices**  
MFI HEARING DEVICES  
Grace's Hearing Aids  
ReSound RE961-DRWC (R + L)  
Triple-click the Home Button at any time device options.  
Play Ringtones  
Audio Routing  
Control which audio is played in your hearing sound processors.  
Control Nearby Devices  
Control hearing device settings on nearby devices.  
Audio Handoff  
Take the hearing device connection from other devices when audio starts.  
Control on Lock Screen  
Allow access to the hearing device shortcuts including the lock screen.

**Audio Routing**  
Call Audio  
Media Audio  
Always Hearing Devices  
Never Hearing Devices  
Automatic

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## Good to Know: Unable to See the Patient

The screenshot displays the ReSound Smart Fit 1.6 app interface. A video call overlay is active, showing a 'SMART 3D' video player. The overlay includes controls for 'mute', 'keypad', 'audio', 'video' (highlighted with a yellow box), and 'Smart 3D'. A red 'X' button is visible at the bottom of the overlay. The background interface shows patient information for 'Grace DeVore', 'First Time User', and 'ReSound Assist Live'. It also displays 'Instruments' for 'Right' and 'Left' channels, both marked as 'Not Connected'. A 'Gain Adjustments' graph is visible, showing frequency response. The bottom of the screen features a 'Calibrate DFS' and 'Pair Accessories' button.

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## Good to Know: Disconnecting During Fitting

The screenshot shows a mobile app error message screen. The text on the screen reads: "Something went wrong", followed by a hearing aid icon with a red exclamation mark. Below this, it says "Don't worry. Your hearing aids are fine. Restart them if you experience any issues. Please contact your hearing care professional for any further assistance." At the bottom, there is a "Close" button highlighted with a yellow box. The status bar at the top shows "Verizon", "1:00 PM", and "72%".

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## Good to Know: Troubleshooting



- Live Assistance settings cannot be rolled back by the patient. If the settings need to be returned to previous settings or changed in any way, complete another Live Assistance video call.
- If the patient loses connection or hearing instrument batteries die during programming, the new settings will not be saved to the hearing instruments. The hearing instruments will not be corrupted because of a lost connection.
  - Possible solutions:
    - Verify that the patient has a strong Wi-Fi or cellular signal
    - Ask patient to charge the smart phone batteries
    - Ask patient to charge the hearing instruments or use fresh batteries
- If ReSound Smart Fit and ReSound Smart 3D are not updated to the most recent versions, Live Assistance will display an error window when trying to establish a call. Be sure that ReSound Smart Fit is updated to version 1.6 and that the patient updates his or her ReSound Smart 3D app to version 1.7.

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Thank you!

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