



Introducing ReSound Assist: Live Assistance

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1

Learning objectives



After taking this course you will be able to:

- Explain the differences between ReSound Assist and the new ReSound Live Assistance
- Determine the steps necessary to complete a ReSound Assist Live Assistance session
- List the patient benefits of ReSound Live Assistance



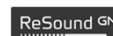
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Introduction

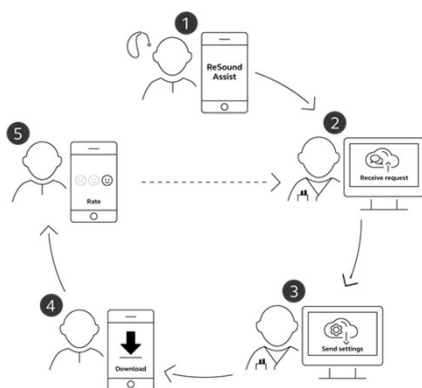


- Focus on Tele-audiology has increased dramatically in our current situation
- What was an underused technology is on everyone's mind for:
 - Continuing to serve our patients who may need help
 - Upgrading technology on patients with known audiograms
 - Potentially for fitting new patients
- Definitely time to embrace Tele-audiology moving forward as this time has opened a door legitimizing all Tele-Medicine solutions and thus also this solution in our industry.
- Good Information on Systems
 - Manufactures – Demo/Courses/Tools/Sales Reps
 - <https://www.hearingtracker.com/services/remote-care>

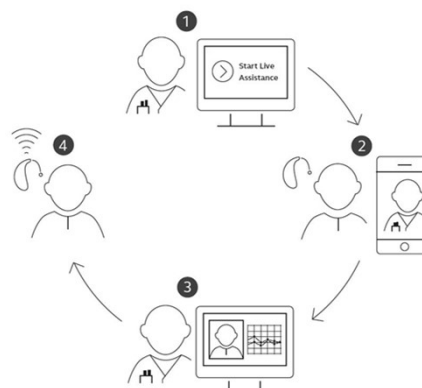
Two Types of Tele-Audiology Available



Asynchronous remote fine tuning



Synchronous remote fine tuning





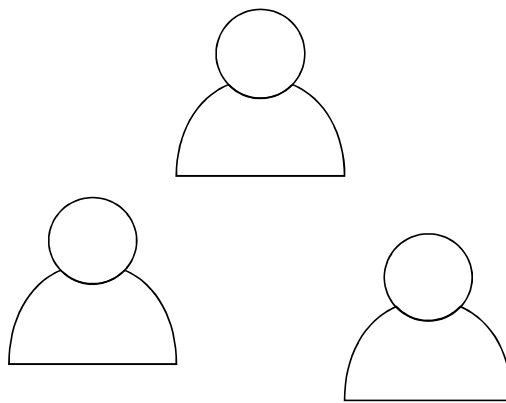
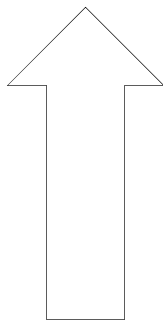
How often do you use video calling services?

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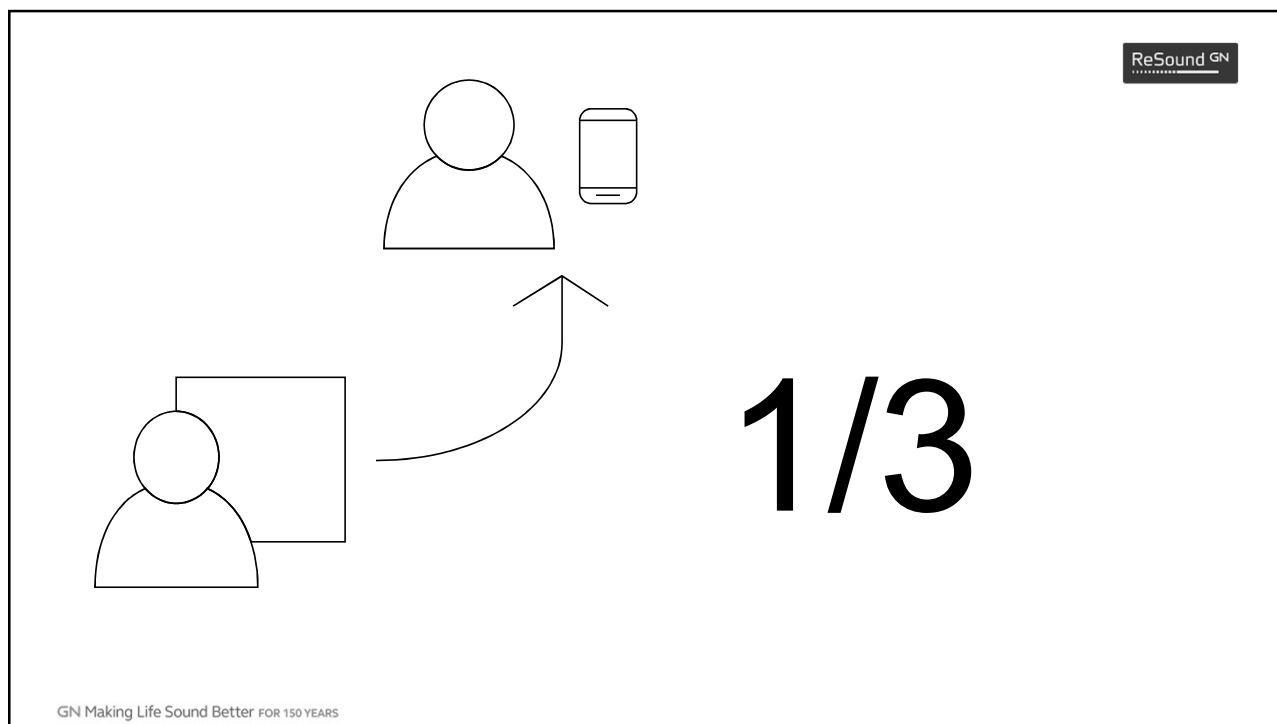
Video calls 2015 - 2018

171%



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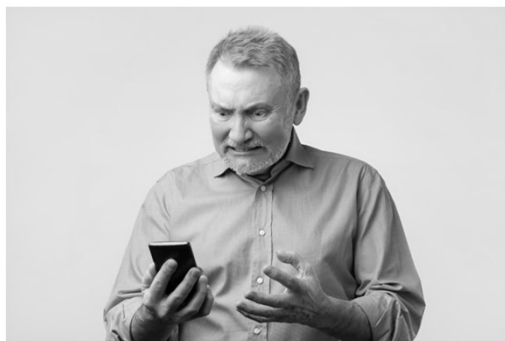
Tele-audiology Success

ReSound GN

The success of Tele-audiology depends the adoption of this technology by our customers.

FRUSTRATION – Can be a barrier that we need to address

Solutions need to be user-friendly and relatively seamless





Telemedicine and e-Health. 2013 Aug; 19(10): 786–790

Older Adults' Perceptions of Home Telehealth Services

Factors that predict the adoption of home telemedicine services (HTS):

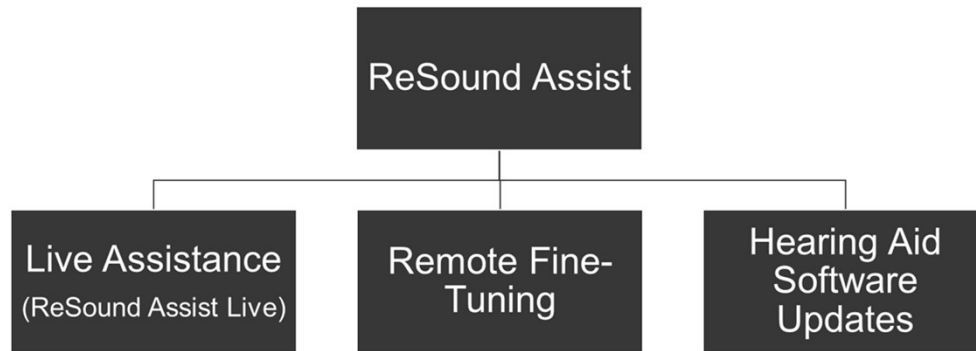
- **Perceived Usefulness**
- **Effort Expectancy**
- **Social Influence**
- **Perceived Security**
- **Computer Anxiety**
- **Facilitating Conditions**
- **Physicians' Opinions**



Perceived Usefulness

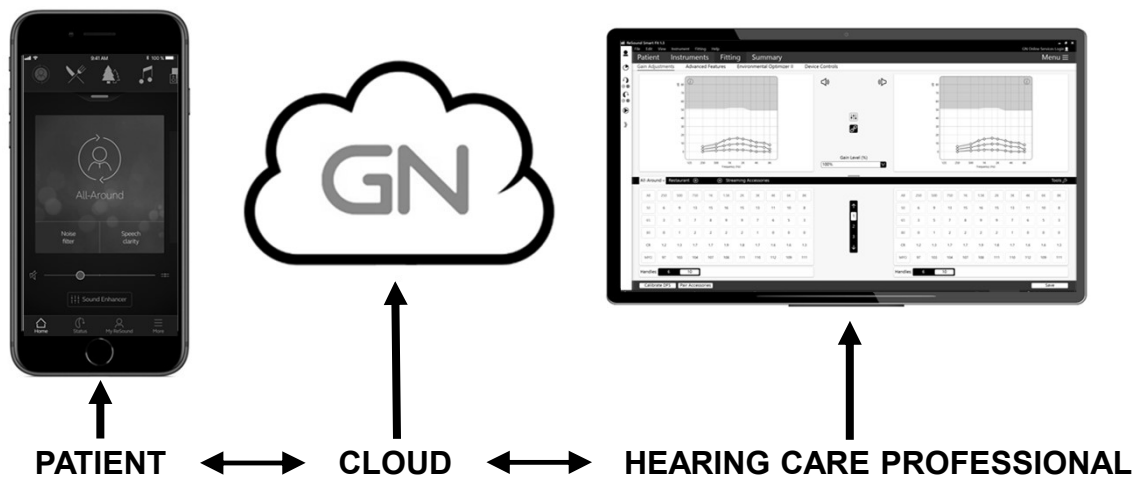
- Our current situation is putting Tele-Medicine in the forefront of discussions
 - We are being told to use Tele-Medicine rather than go to the doctor's office or hospital
- This is LEGITIMIZING Tele-Medicine and in turn will legitimize Tele-Audiology
- Patients are already seeing how useful this will be for:
 - Keeping them safe
 - Convenience
 - Solving Issues In Actual Environments Where They Occur

ReSound Assist



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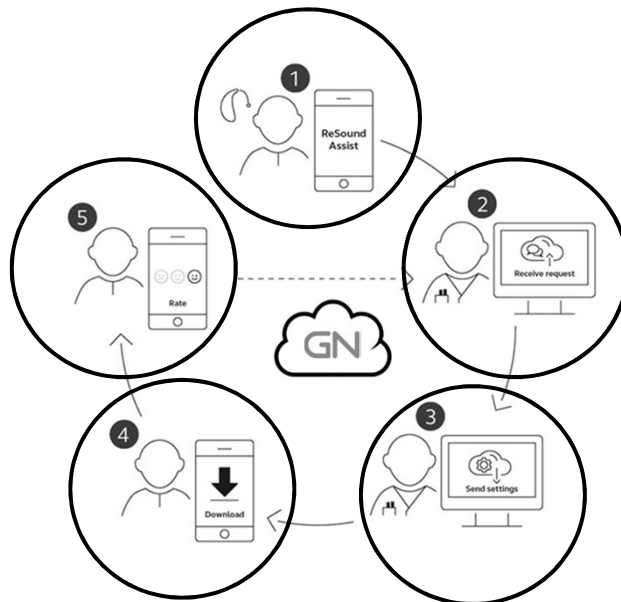
What is ReSound Assist?



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Asynchronous

- No coordinated scheduling needed
- Patient's describes issue accurately, at the most relevant time
- At the convenience of both patient and HCP
- All wireless models of:
 - Quattro
 - Enzo Q
 - Linx 3D
 - Enzo 3D
- Smart 3D App
 - Apple
 - Android



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Submitting a Remote Fine Tuning Request

My Request

My requests and settings

Request

Request

Request

Request

Request

Request assistance

Thanks for your request

Message from your hearing care professional:

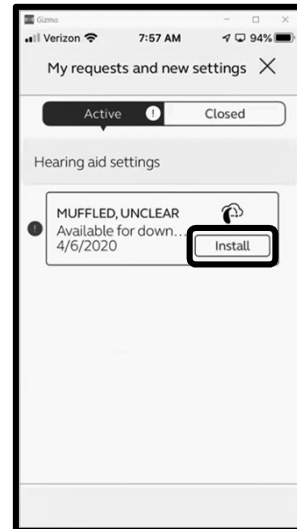
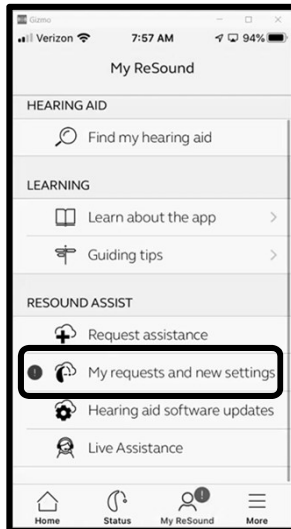
Thank you for your request. We will get back to you as soon as possible.

Best regards,
Your Hearing Care Professional

Close

Receiving Remote Fine-Tuning Packages

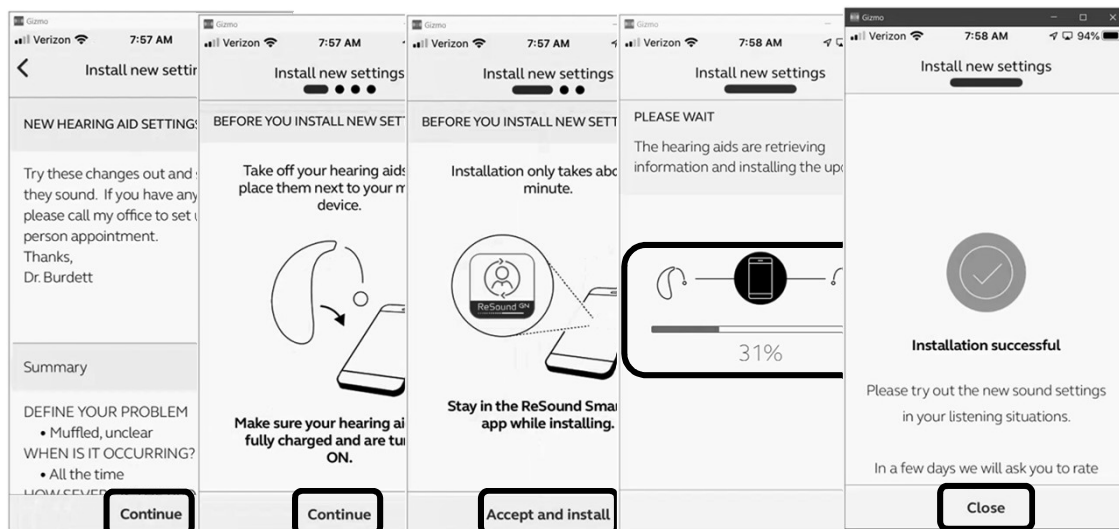
ReSound GN




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Receiving Remote Fine-Tuning Packages

ReSound GN



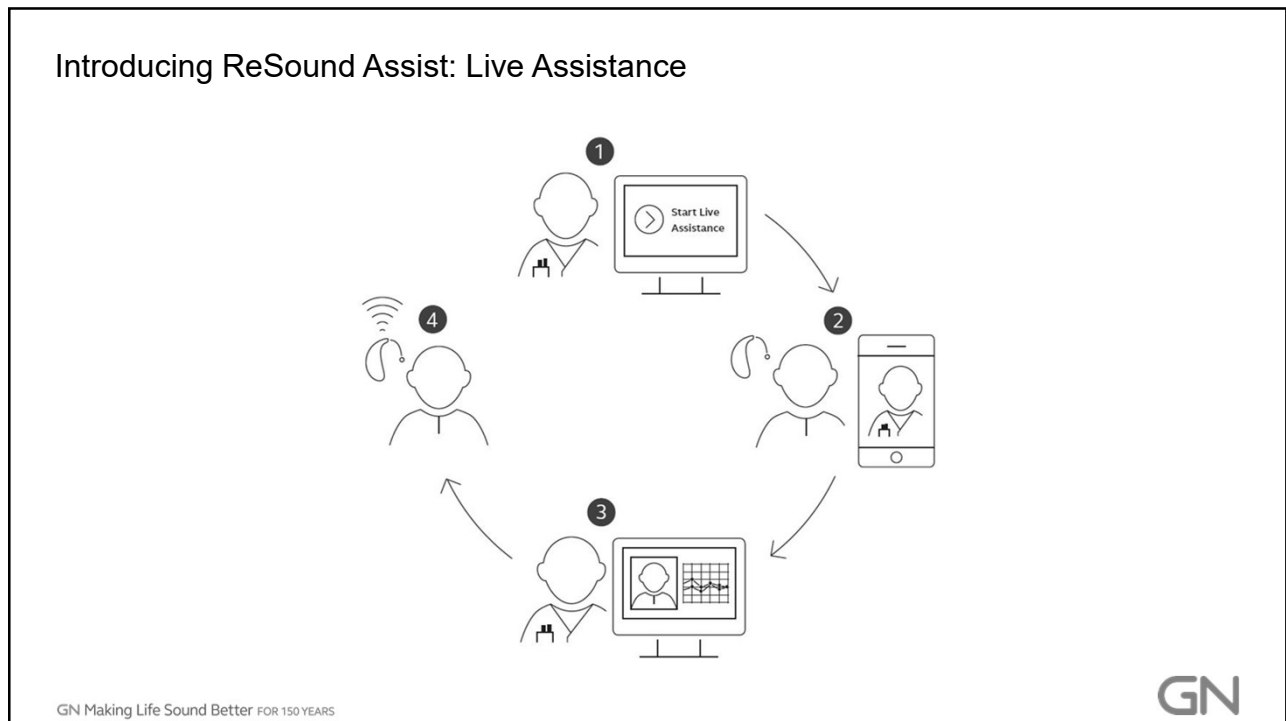
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ReSound Live Assistance

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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	¹ Windows 7- 32bit/*64bit (SP1 or higher)	Windows 10 - 64-bit
NOAH	¹ 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.

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Live Assistance: Compatibility

Hearing Instruments	Fitting Software	App	Smart Phone
<ul style="list-style-type: none"> • ReSound LiNX Quattro • ReSound ENZO Q • ReSound LiNX 3D • ReSound ENZO 3D 	<ul style="list-style-type: none"> • ReSound Smart Fit 1.6 	<ul style="list-style-type: none"> • ReSound Smart 3D version 1.7 	<ul style="list-style-type: none"> • iPhone 5S and newer • Minimum: iOS 12 • Recommended: Wi-Fi connection or unlimited data plan

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Live Assistance: Feature Availability

AVAILABLE:

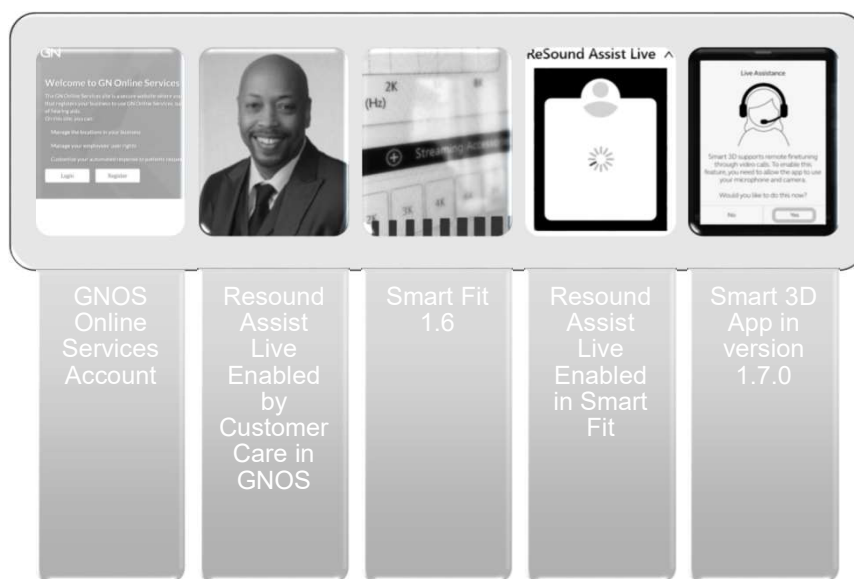
- ☒ Acceptance Manager
- ☒ Advanced Features
 - ☒ DFS Ultra II
 - ☒ Directionality
 - ☒ Directional Mix
 - ☒ Expansion
 - ☒ Impulse Noise Reduction
 - ☒ Noise Tracker II
 - ☒ Sound Shaper
 - ☒ Time Constants
 - ☒ Wind Guard
- ☒ Data Logging
- ☒ Device Controls
- ☒ DFS Calibration
- ☒ Environmental Optimizer
- ☒ Gain Adjustments
- ☒ Patient Experience Level
- ☒ Program Changes
- ☒ Phone Streaming Settings
- ☒ Reconfiguration
- ☒ Tools
- ☒ In-Situ Audiometry

NOT AVAILABLE:

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

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GNOS
Online
Services
Account

Resound
Assist
Live
Enabled
by
Customer
Care in
GNOS

Smart Fit
1.6

Resound
Assist
Live
Enabled
in Smart
Fit

Smart 3D
App in
version
1.7.0

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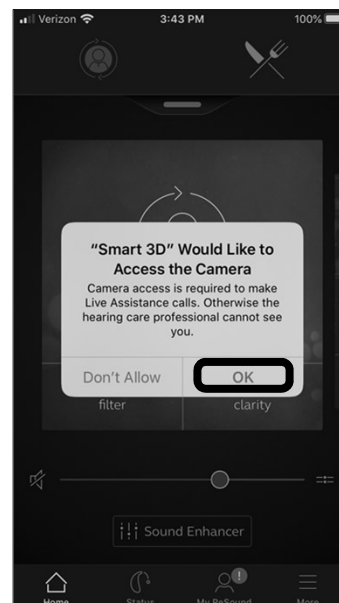
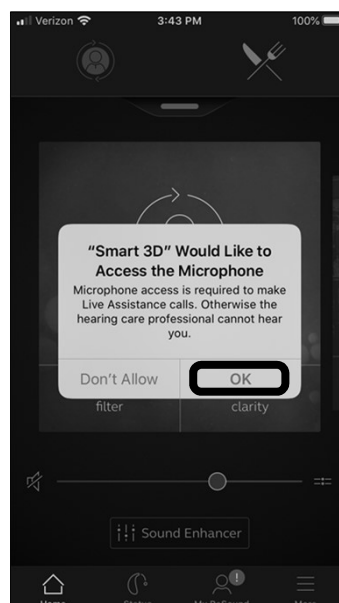
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Initial Fit of
Hearing
Instruments
Must be
Completed in
the Clinic

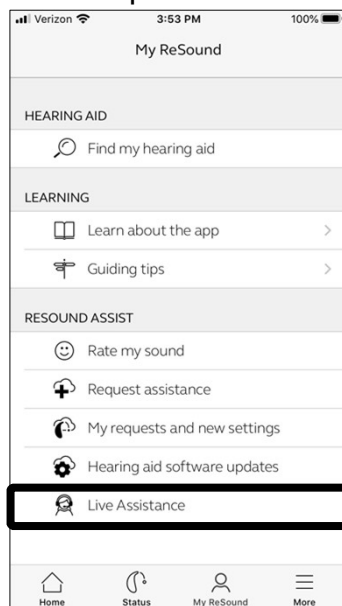
Real Ear
Equipment
Must be
Disconnected
Before
Initiating Live
Assistance

Live
Assistance
Can Only Be
Initiated by
the Provider

Patient Preparation for a Live Assistance Call



Patient Preparation for a Live Assistance Call



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Live Assistance: Simple Steps

- ✓ Plug in webcam (if utilizing external camera)
- ✓ Plug in headset (if utilizing external mic)
- ✓ 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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ReSound Assist Toggle Switches

The screenshot displays the ReSound Smart Fit 1.6 software interface. The 'Patient Information' sidebar on the left shows 'Grace DeVore' as the first-time user. The main window is divided into several tabs: 'Patient', 'Instruments', 'Fitting', and 'Summary'. The 'Fitting' tab is active, showing two frequency response graphs. Below the graphs, the 'Phone Accessories' section is highlighted, featuring toggle switches for 'Remote Hearing Aid Update' (set to 'On') and 'Streaming Bass Boost' (set to 'Off'). Other settings like 'Sound Shaper' and 'Mic relative to Mobile Device' are also visible. The bottom of the interface includes a 'Calibrate DFS' button and a 'Save' button.

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Defaulting to "On"

The screenshot shows the ReSound Smart Fit 1.6 software interface with the 'Preferences' dialog box open. The 'User Preferences' tab is selected, displaying various settings. The 'Default Patient Setting' toggle switch is highlighted, showing it is set to 'On'. Other settings include 'Default Language' (English), 'AutoRelate on Save' (No), 'First fit sessions launch to' (Patient Profile Screen), 'Fine-tuning sessions launch to' (Fitting Screen: Gain Adjustment), 'When navigating to Fitting screen' (Enter in Simulation Mode), 'In-Situ Tone Type' (Pure Tone), 'In-Situ Tone Length' (Manual Tone Length), and 'Default Gain Level %' (100). The 'Default Environmental Programs' list shows 'All-Around' as the first program. The 'Tools' section on the right includes a frequency response graph and a table of values.

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Live Assistance: Simulate

The screenshot shows the 'Smart Launcher' window for a ReSound LiNX Quattro hearing aid. The patient information at the top indicates 'Grace DeVore', 67 years old, female, born 3/16/1952. The interface is divided into sections for selecting models: ReSound LiNX Quattro (9, 7, 5 models), ReSound LiNX 3D (9, 7, 5 models), ReSound ENZO Q (9, 7, 5 models), and ReSound ENZO 3D (9, 7, 5 models). Below these, the 'Right Instrument' and 'Left Instrument' sections are shown. Each section displays a hearing aid icon, a frequency response graph (HL in dB vs Frequency in Hz), and a 'Simulate' button. The 'Right Instrument' section shows a ReSound LiNX Quattro 9 RE961-DRWC MP Receiver. The 'Left Instrument' section shows a ReSound LiNX Quattro 9 RE961-DRWC MP Receiver. The 'Simulate' button is highlighted in the bottom right corner.

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Live Assistance: GN Online Services Login

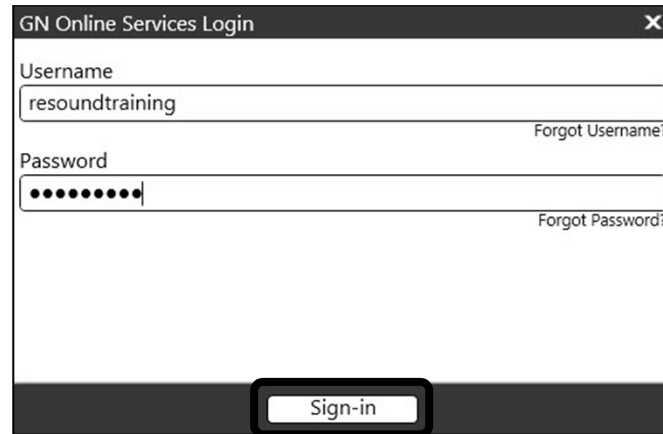
The screenshot shows the 'ReSound Smart Fit 1.6' software interface. The top menu bar includes 'File', 'Edit', 'View', 'Instrument', 'Fitting', and 'Help'. The 'Patient Information' section on the left shows 'Grace DeVore' as the 'First Time User'. The 'Instruments' section shows 'Right' and 'Left' channels, both 'Not Connected'. The 'Media Player' section is visible. The main area displays two frequency response graphs (HL in dB vs Frequency in Hz) for the right and left ears. The 'Gain Level (%)' is set to 100%. The bottom section shows a table of frequency response data for various frequencies (125, 250, 500, 1K, 2K, 4K, 8K Hz) and a 'Save' button. The 'GN Online Services Login' button is visible in the top right corner.

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Live Assistance: GN Online Services Login



GN Online Services Login

Username
resoundtraining

Forgot Username?

Password
••••••••

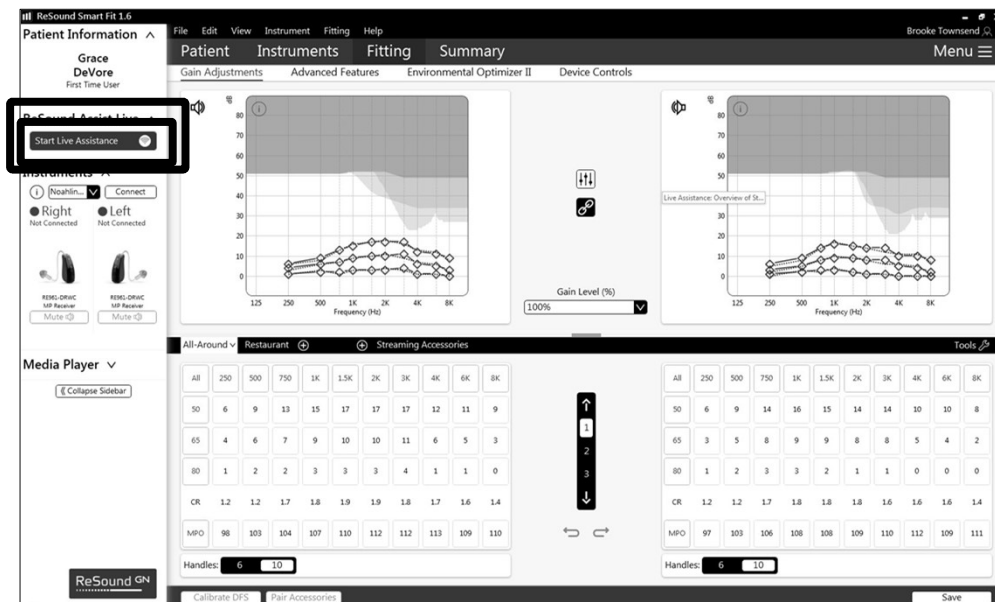
Forgot Password?

Sign-in

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Live Assistance: Start Live Assistance



ReSound Smart Fit 1.6

Patient Information: Grace DeVore, First Time User

Start Live Assistance (highlighted)

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

Media Player: Collapse Sidebar

Gain Adjustments: Gain Level (%) 100%

Frequency (Hz): 125, 250, 500, 1K, 2K, 4K, 8K

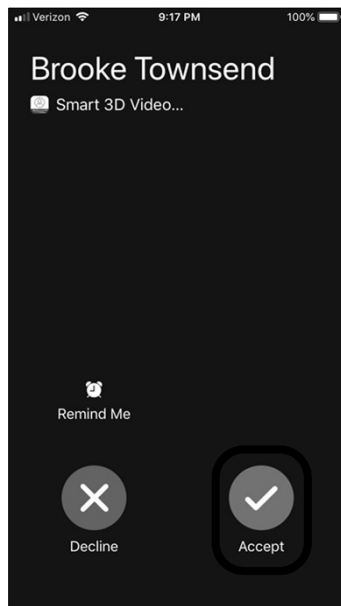
Tools: All-Around, Restaurant, Streaming Accessories

Calibrate DTS, Pair Accessories, Save

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Live Assistance: Patient Receiving Video Call



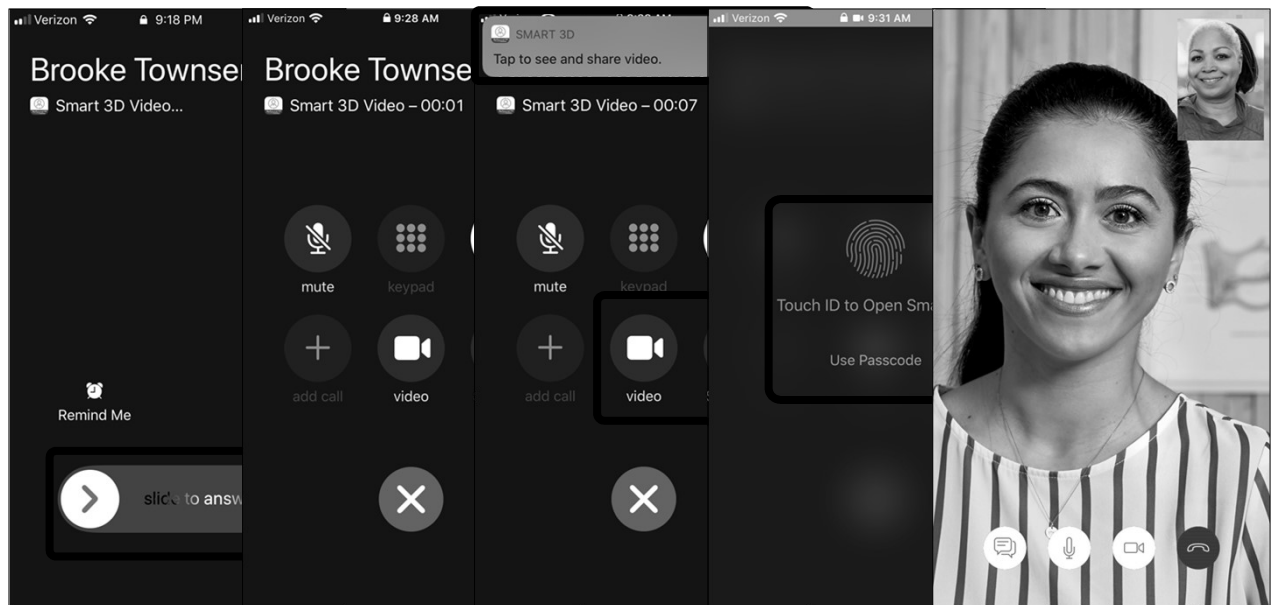
← Patient

← Hearing Care Professional

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Live Assistance: Patient Receiving Video Call



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Live Assistance: Video Call Connected

The screenshot shows the ReSound Smart Fit 1.6 software interface. On the left, a video call window displays a woman wearing a ReSound Assist Live device. The main interface shows patient information for Grace DeVore, a first-time user. The 'Instruments' tab is active, displaying two hearing aid settings for the Right and Left ears. A 'Connect Devices' dialog box is open, prompting the user to click 'Connect' to perform remote fine tuning or 'Simulate' to continue in simulation mode. The dialog box includes a warning: 'Please note that your changes will not be transferred to the patient hearing aids in this mode.' The background shows frequency response graphs and a table of gain adjustments.

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Live Assistance: Connecting Hearing Instruments

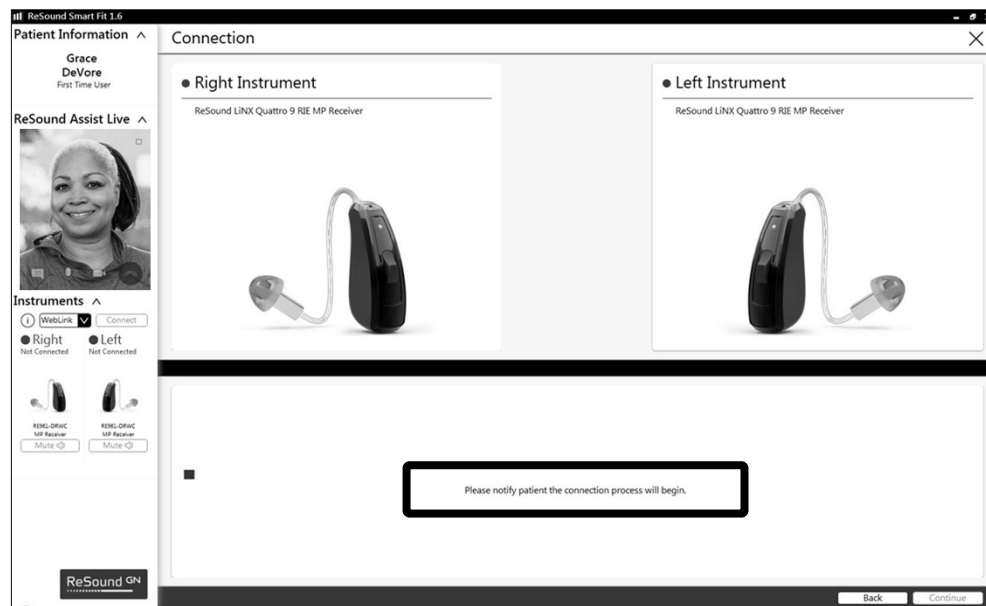
This screenshot is similar to the one above, showing the ReSound Smart Fit 1.6 software interface. The 'Connect Devices' dialog box is open, and the 'Connect' button is highlighted with a red rectangle. The interface shows the same patient information and instrument settings as the previous screenshot. The 'Connect' button is located at the bottom right of the dialog box, next to the 'Simulate' button.

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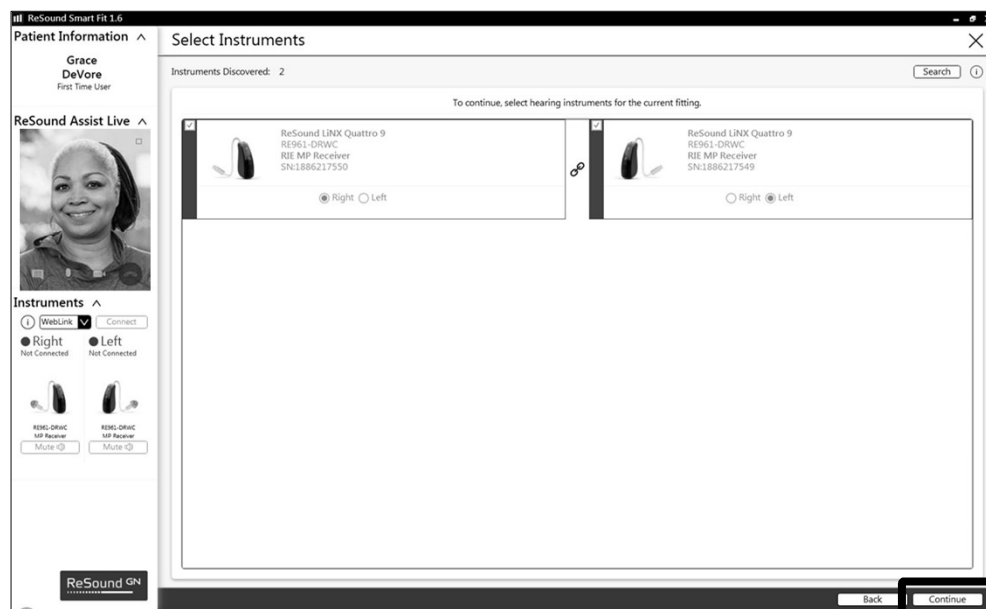
Live Assistance: Connecting Hearing Instruments



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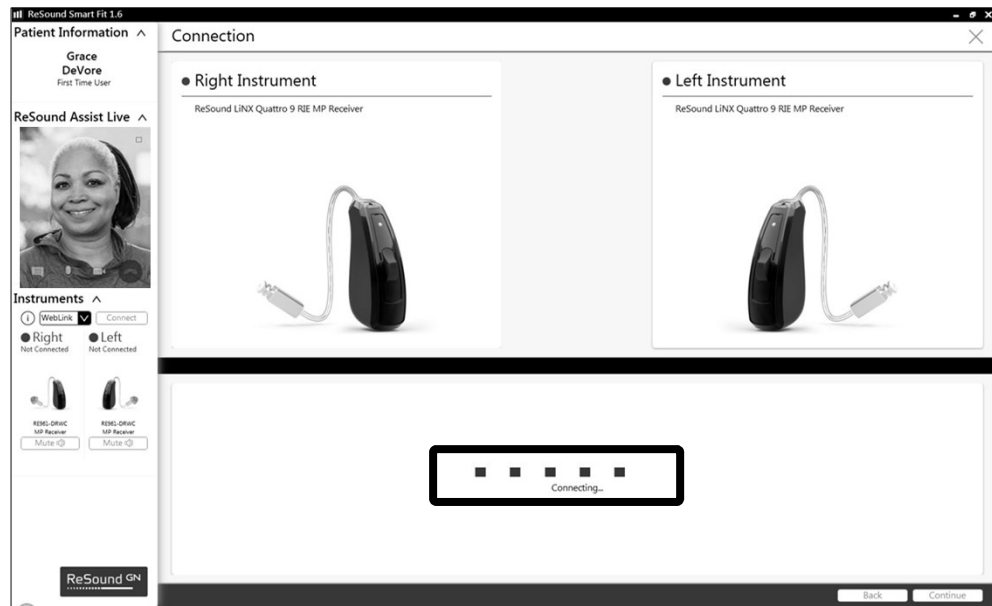
Live Assistance: Connecting Hearing Instruments



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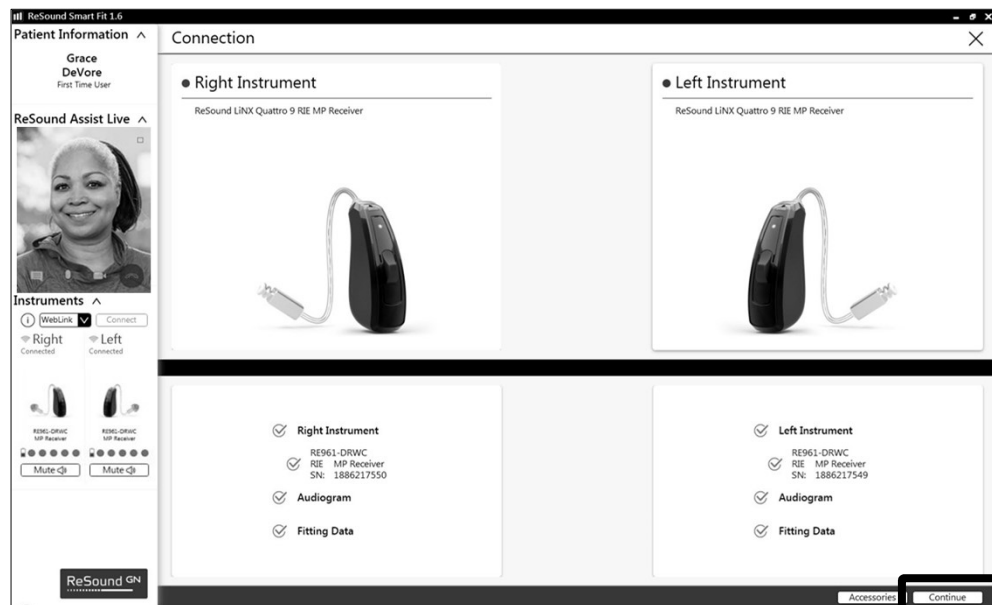
Live Assistance: Connecting Hearing Instruments



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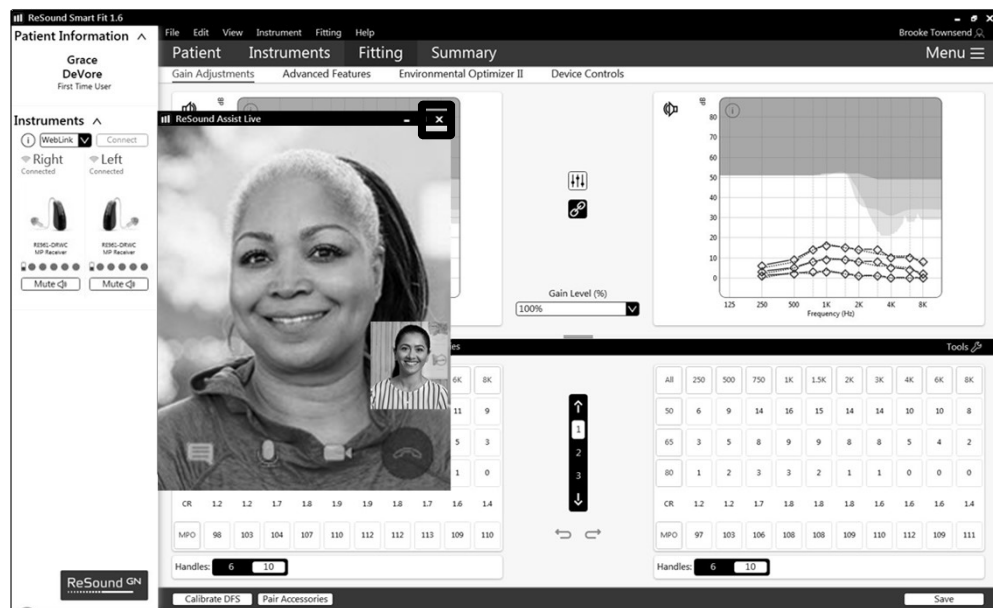
Live Assistance: Connecting Hearing Instruments



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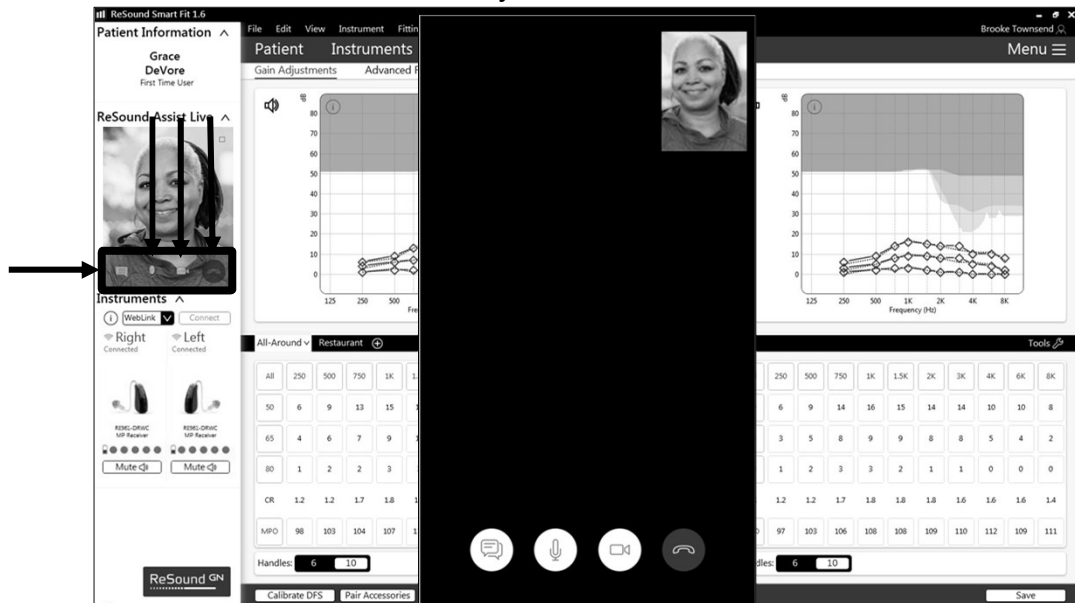
Live Assistance: Enlarge Patient View



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Live Assistance: Button Functionality in ReSound Smart Fit



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Live Assistance: Chat Function

The screenshot displays the ReSound Smart Fit 1.6 software interface. A large video window in the center shows a smiling woman. To the left, a chat window is open, displaying a message from 'Mrs. DeVore' and a 'ReSound Assist Live' button. Arrows point to the chat window and the 'ReSound Assist Live' button. The background shows various hearing aid fitting graphs and controls.

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Live Assistance: Patient Phone Screen Button Functionality

The screenshot displays the ReSound Smart Fit 1.6 software interface. A red box highlights a button in the Patient Information section. The interface shows various hearing aid fitting graphs and controls.

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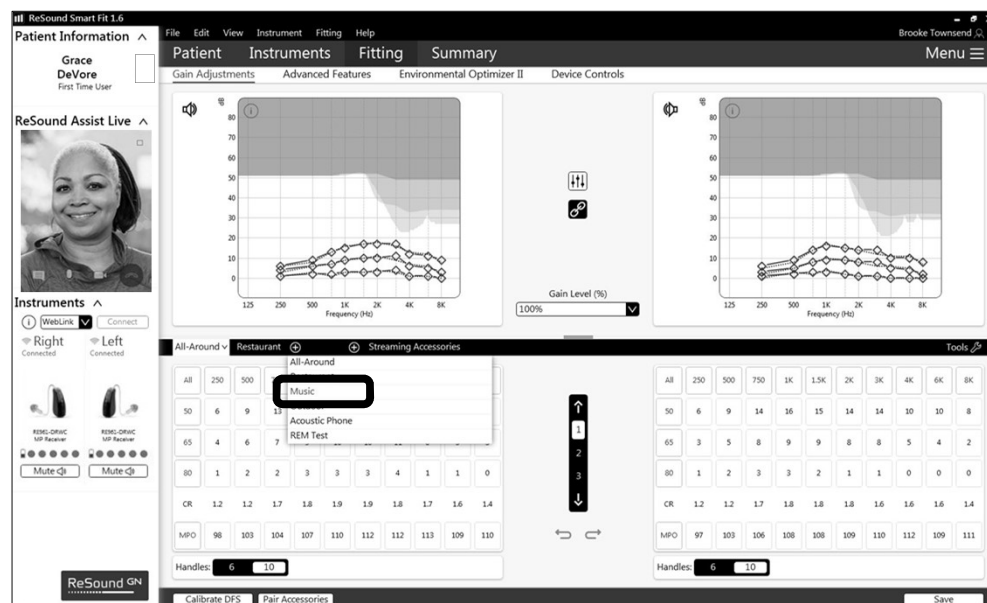
Live Assistance: Making Fitting Adjustments



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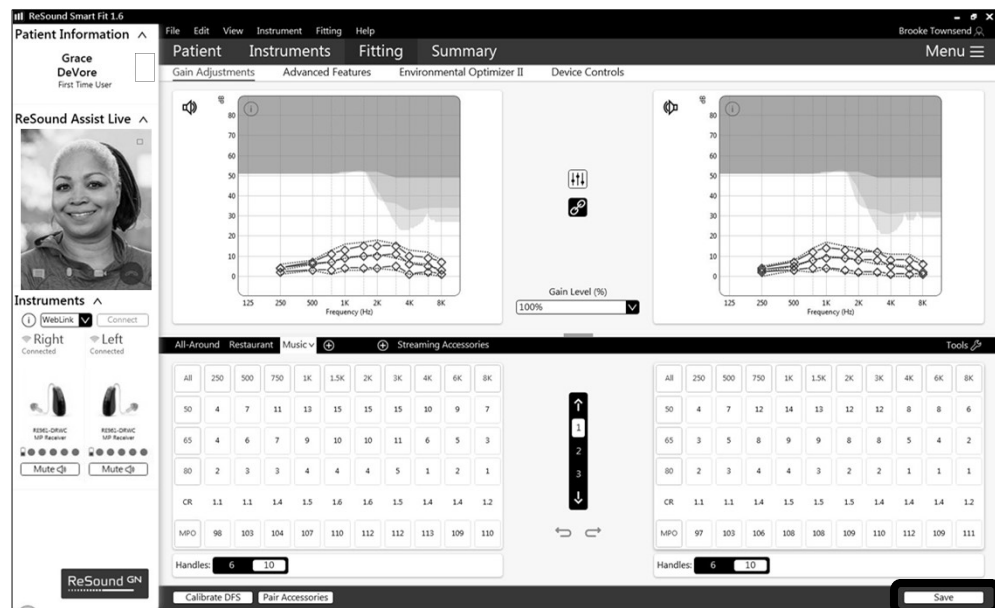
Live Assistance: Making Fitting Adjustments



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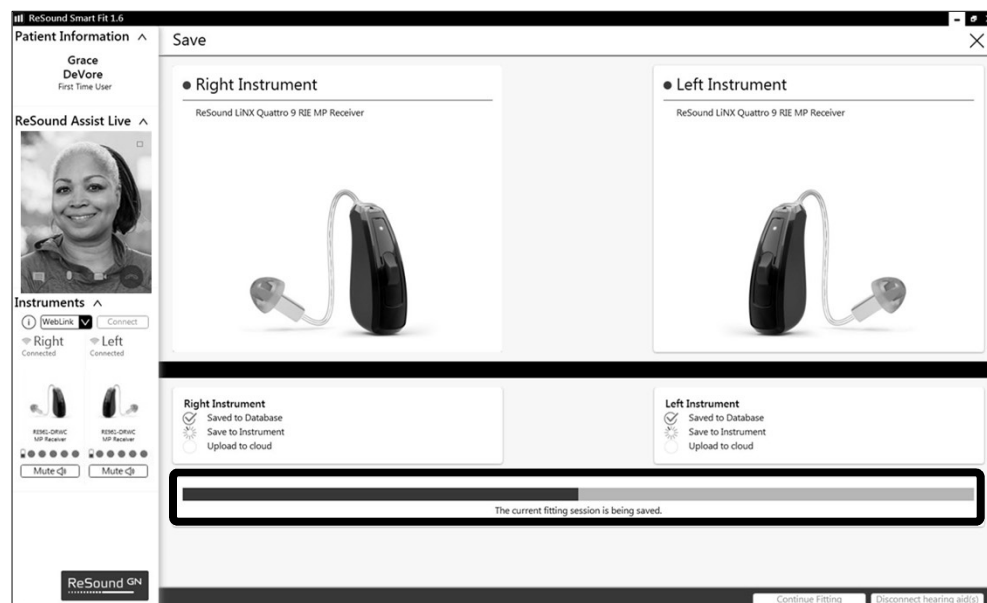
Live Assistance: Making Fitting Adjustments



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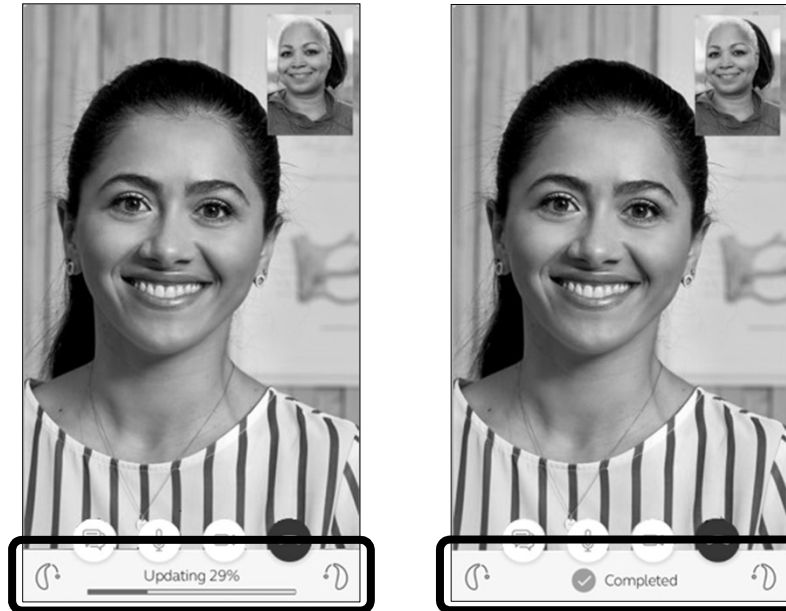
Live Assistance: Saving Settings (Hearing Care Professional View)



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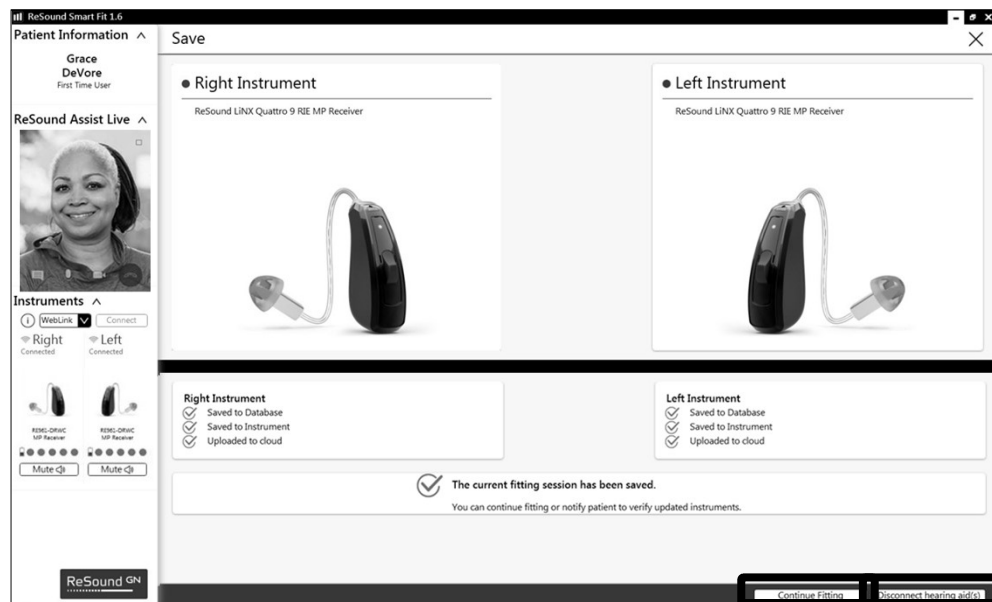
Live Assistance: Saving Settings (Patient View)



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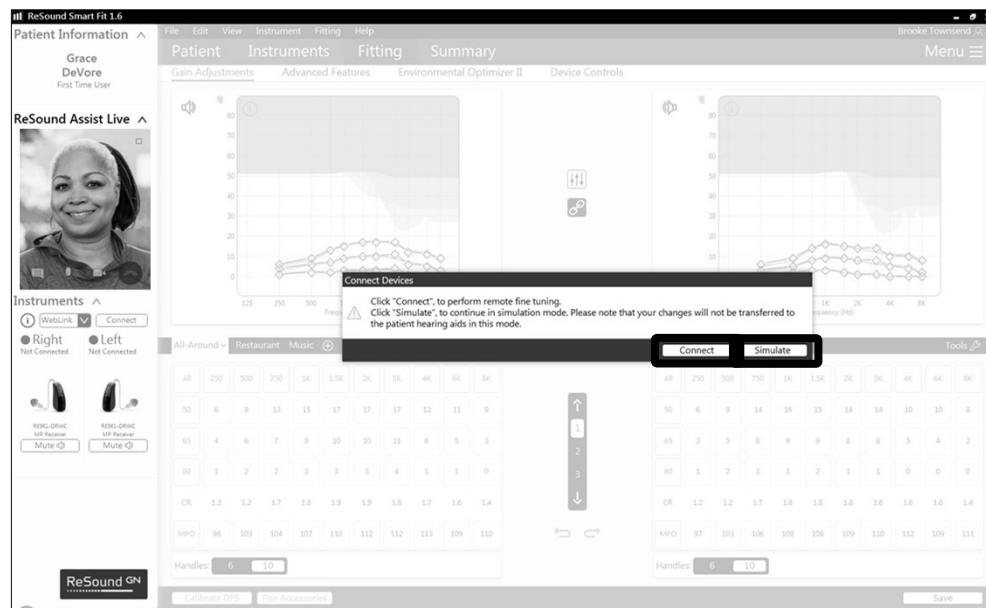
Live Assistance: Saved



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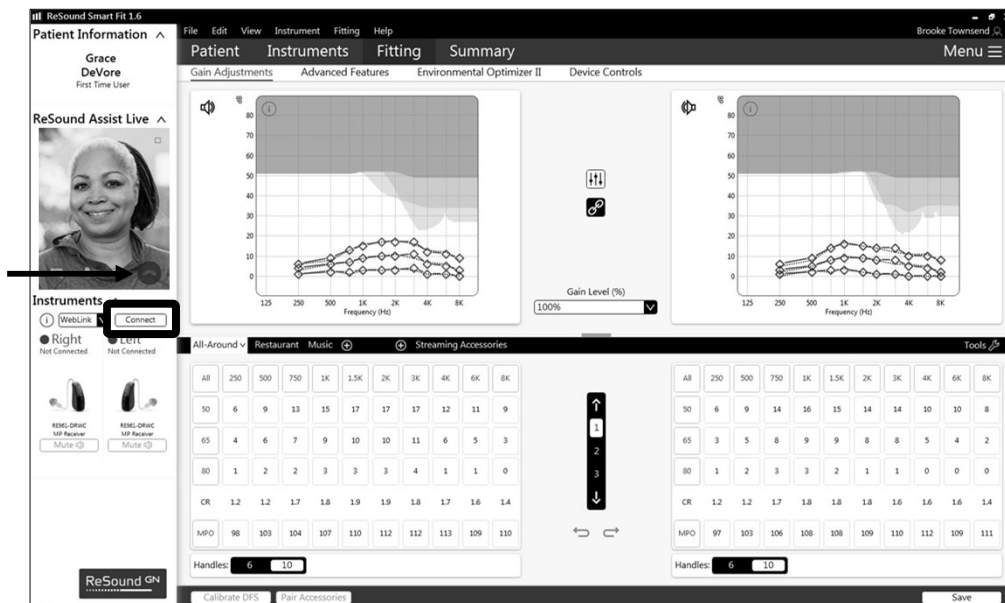
Live Assistance: Simulate



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Live Assistance: Finish Appointment

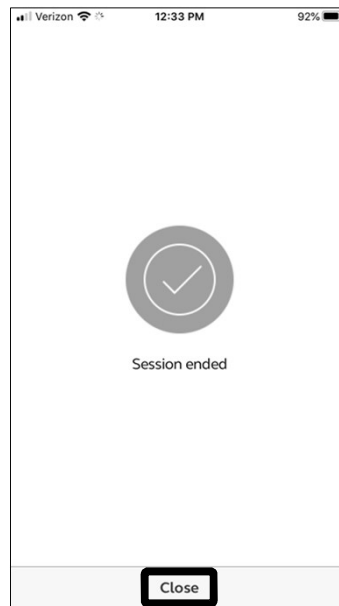


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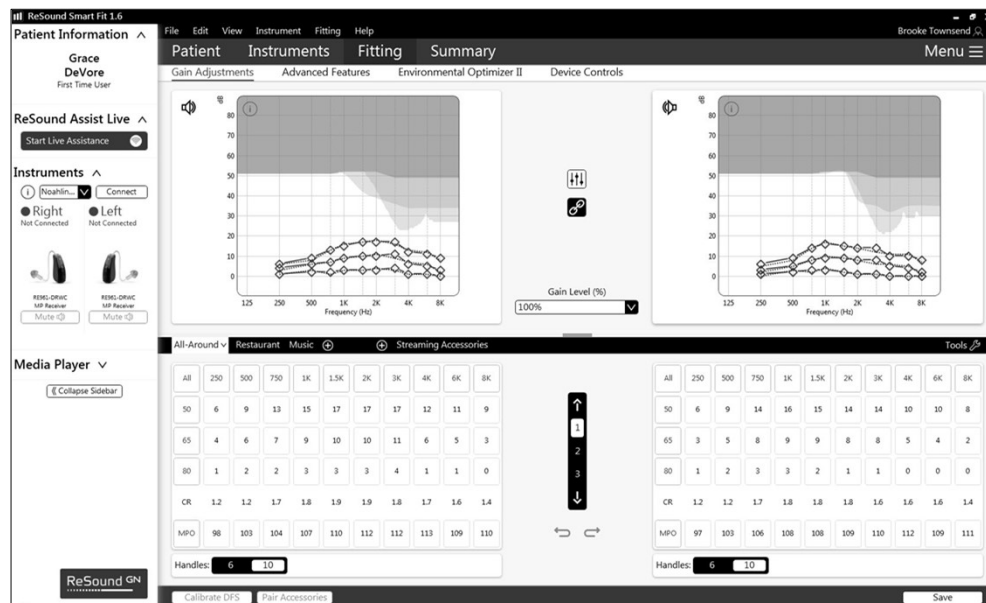
Live Assistance: Call Ended (Patient View)



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Live Assistance: Call Ended



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Live Assistance: ReSound Smart Fit Patient Timeline

The screenshot shows the ReSound Smart Fit 1.6 software interface. The top menu includes Patient, Instruments, Fitting, and Summary. The left sidebar shows Patient Information for Grace DeVore, ReSound Assist Live status, Instruments (Right and Left), and a Media Player. The main timeline for January 2020 shows several sessions:

- Live Assistance - 10:53 AM (Action: Live Assistance - Saved in cloud)
- Live Assistance - 10:50 AM (Action: Start an Assist fine-tuning session)
- Live Assistance - 10:01 AM (Action: Connected In-Office)
- Live Assistance - 10:00 AM (Action: Connected In-Office)
- Remote Session Summary - 10:00 AM (Action: Outdated settings)
- In-Office Session - 1:38 PM (Action: Connected In-Office)

A red box highlights the 'Live Assistance - 10:53 AM' session.

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Good to Know: Audio Routing

The screenshot shows the path to the Audio Routing settings on an iPhone:

- Settings
- Accessibility
- Hearing Devices
- Audio Routing

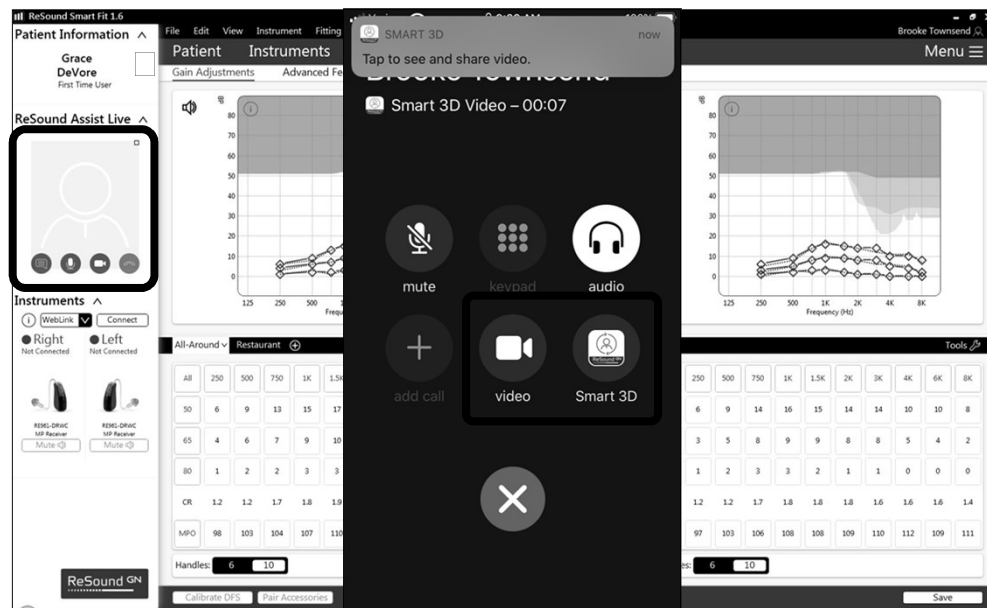
The 'Audio Routing' screen shows two sections:

- Call Audio:** Always Hearing Devices, Never Hearing Devices, Automatic (selected)
- Media Audio:** Always Hearing Devices, Never Hearing Devices, Automatic (selected)

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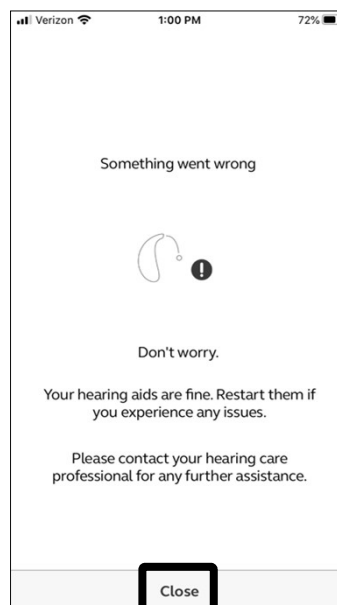
Good to Know: Unable to See the Patient



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Good to Know: Disconnecting During Fitting



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Key Points

- 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
- 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
- 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.

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Troubleshooting

- 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.

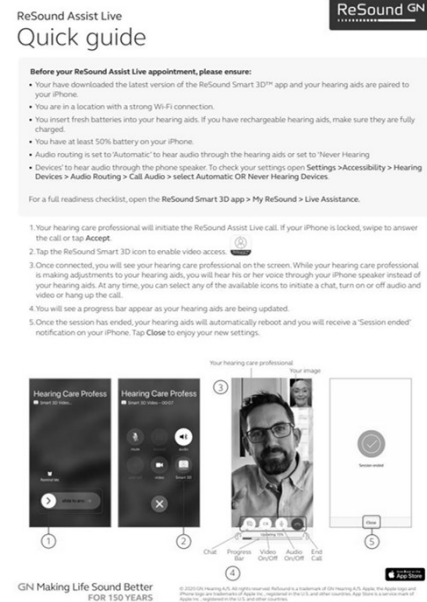
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Effort Expectancy – Provide Clear Instructions

Written instructions can be helpful for the patient prior the appointment

- **Before you are in the appointment, please ensure**
 - What to expect
 - Required App is Downloaded
 - Hearing aids and App are paired
- **Specific items that might be helpful to know**
 - You are in a location with a strong Wi-Fi connection.
 - You insert fresh batteries into your hearing aids. If you have rechargeable hearing aids, make sure they are fully charged
 - You have at least 50% battery on your mobile device.
 - Audio routing is set to "Automatic"
- **What To Expect When Call Comes In**
 - What needs to be done
 - What you will see



63

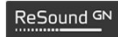
Managing Expectations

- With a technology boundary between you and the patient, issues are more likely to arise
- Establish a good secondhand communication system in case contact is needed beyond Live Assistance
- Let the patient know that if a problem does arise, you will be contacting them with the next steps
 - Calling them back on Live Assistance
 - Calling them back on a regular call



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Highlights



Feature	Benefit
ReSound Live Assistance and ReSound Assist offer a full range of hearing aid adjustment options	<ul style="list-style-type: none"> Accommodates the needs of nearly all patients
ReSound Smart 3D App paired to hearing aids is only requirement for patient	<ul style="list-style-type: none"> Ease of use for both the patient and the hearing care practitioner
Full range of adjustments available	<ul style="list-style-type: none"> Live Assistance offers a full range of hearing aid adjustment options, including DFS calibration and in-situ audiometry ReSound Assist asynchronous solution allows for nearly full fine tuning capabilities, without requiring the user to have broadband internet access
Compatible with current and previous generation products	<ul style="list-style-type: none"> Compatible with all wireless models of LiNX Quattro, ENZO Q, LiNX 3D and ENZO 3D
All-in-one functionality within fitting software	<ul style="list-style-type: none"> Fine tuning requests, patient comments and ratings are all displayed within Smart Fit fitting software

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Thank You!

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66

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