

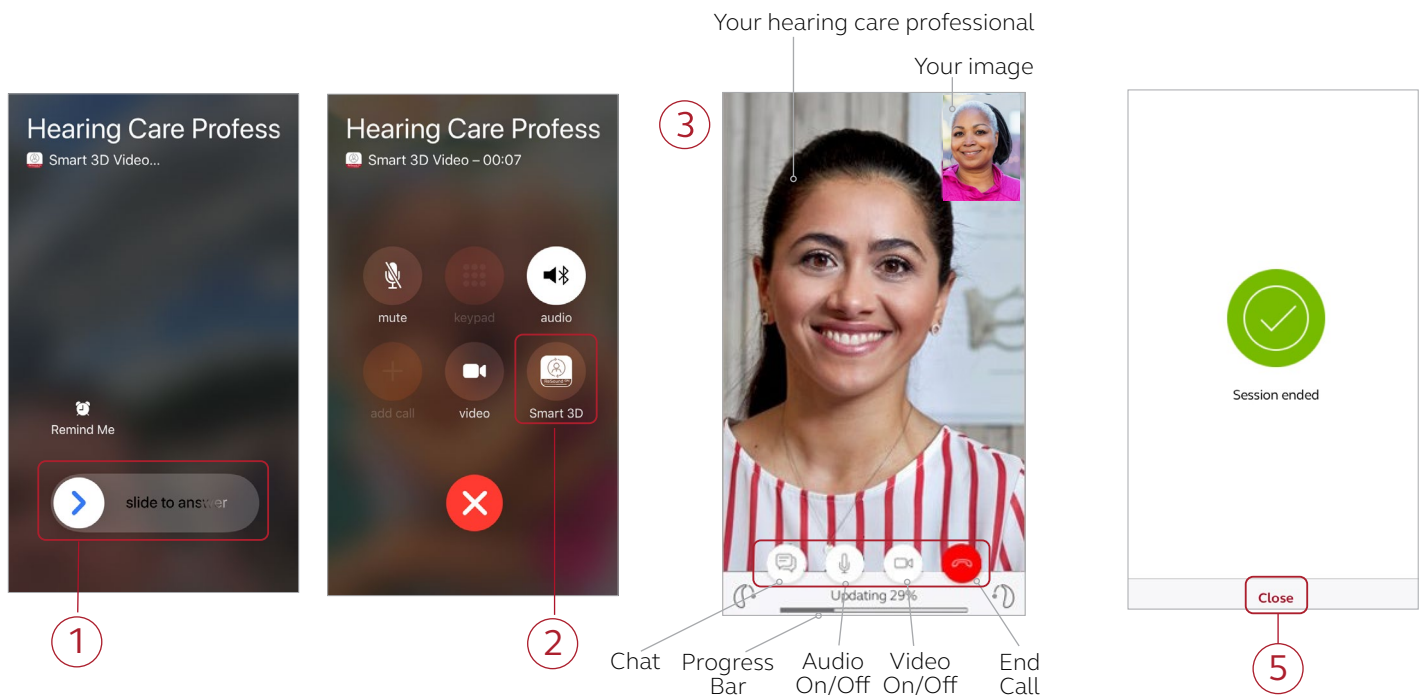
Live Assistance Quick Guide

Before your Live Assistance appointment, please ensure:

- 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.

For a full readiness checklist, open the **ReSound Smart 3D app > My ReSound > Live Assistance**.

1. Your hearing care professional will initiate the Live Assistance call. If your phone is locked, swipe to answer the call or tap **Accept**.
2. Tap the Smart 3D icon to enable video access.
3. Once connected, you will see your hearing care professional on the screen. While your hearing care professional is making adjustments to your hearing aids, you will hear his or her voice through your phone's speaker instead of your hearing aids. At any time, you can select any of the available icons to initiate a chat, turn on or off audio and video or hang up the call.
4. You will see a progress bar appear as your hearing aids are being updated.
5. Once the session has ended, your hearing aids will automatically reboot and you will receive a 'Session ended' notification on your phone. Tap **Close** to enjoy your new settings.



Manufacturer according to FDA:

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ReSound Government Services

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Manufacturer according to Health Canada:

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