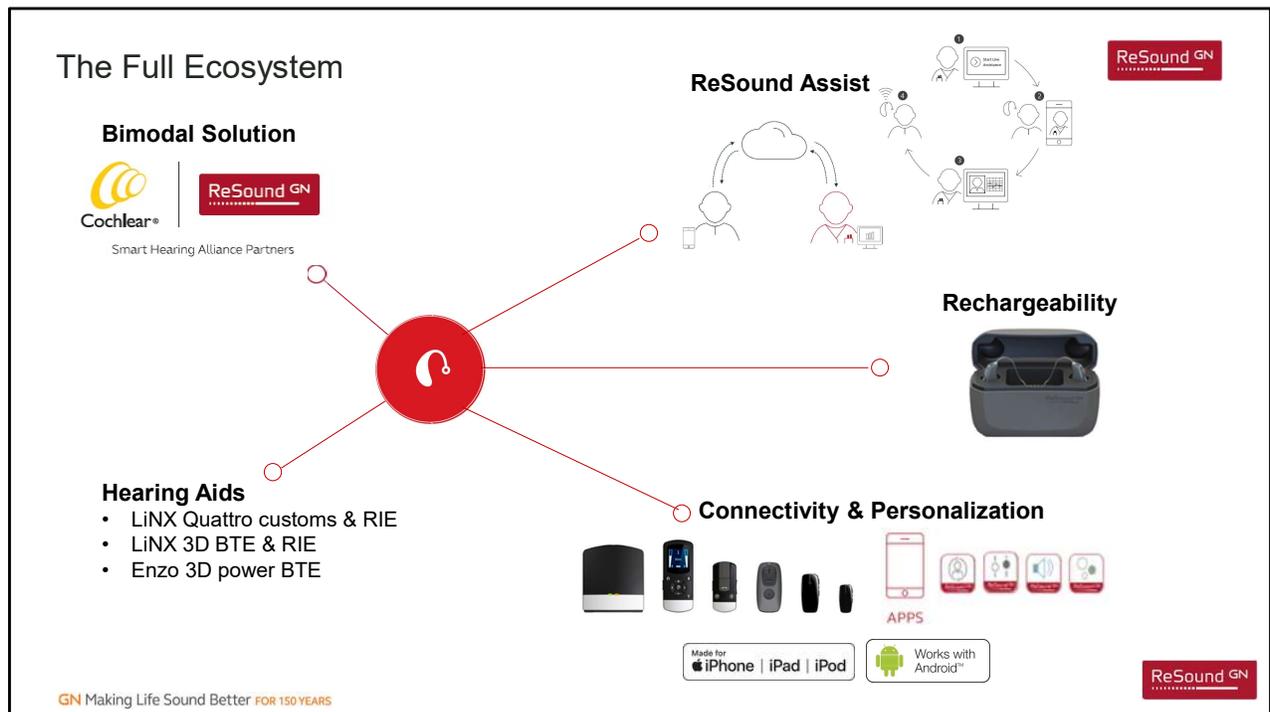


Office Hours with ReSound: ReSound Assist Live

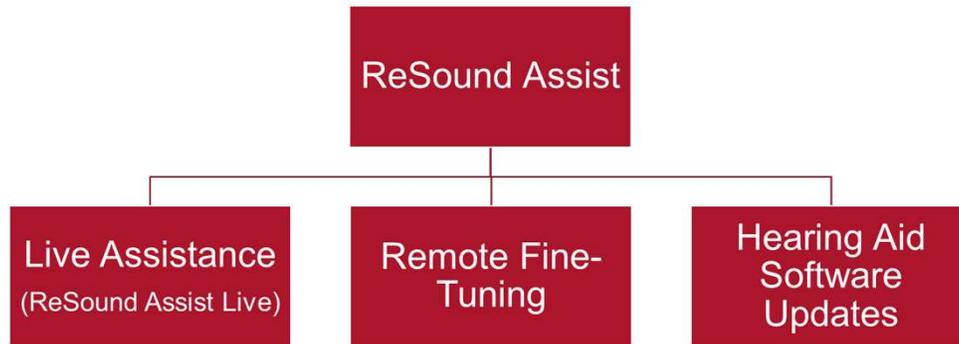
VALERIE KEDEM, AU.D. & APRIL BURDETT, AU.D.

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Welcome to Office Hours with ReSound: ReSound Assist Live. Today we will be focusing on the new addition to our Resound Assist platform, Live Assistance. I do want to point out that CEU credit is NOT available for today's course. We really felt that it was important to get the information out there on how to use



When we launched LiNX 3D we spoke about the ecosystem and how the cornerstone of the ecosystem is a hearing device with excellent sound quality, superior noise reduction, and directionality. We are now expanding those features with a new chipset to [include] increased high-frequency bandwidth, increased input dynamic range, and impulse noise reduction. The ecosystem includes our [6th] generation of 2.4 GHz connectivity, our 4th generation of Made for Apple, and ever-expanding access to personalization. [With] LiNX 3D we launched remote fine tuning and it remains a strong part of the ecosystem today. We are excited to [expand] our ecosystem even further with our encased Lithium ion 61 and portable charging case putting ReSound at the front of the pack as the only company with a complete solution for all patients. For Jack, this new addition to the ecosystem provides the right balance of battery life, sound quality, and [personalization].



Live Assistance is the newest component of ReSound Assist. Live Assistance is the synchronous solution that allows for real-time fine-tuning of hearing instruments during video calls with patients. Note that in ReSound Smart Fit, Live Assistance is also referred to as ReSound Assist Live.

Remote Fine Tuning – A Brief Overview

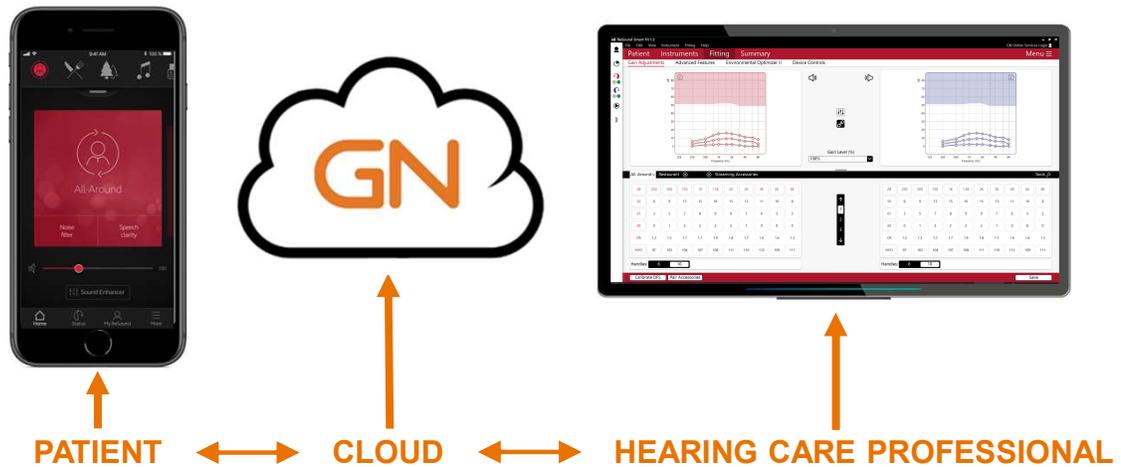


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Remote fine tuning is still a part of our product offering and we are going to do a brief review of what that process looks like, but if you are interested in a refresher or a deep dive training into remote fine tuning, please reach out to your field training audiologist or your ReSound sales representative and we are happy to schedule a training session with you.

What is ReSound Assist?

ReSound GN



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ReSound Assist is a feature that allows sharing of information and hearing instrument settings between the patient and the hearing care professional *** . ReSound Assist uses the Great Nordic based cloud, called GN Online Services, to give hearing care professionals the option to communicate with and help their patients remotely, at their convenience *** . Patients can use their Smart 3D app to request program adjustments from their hearing care professionals *** . The hearing care professionals can then complete remote fine-tuning by making adjustments to the programming of the hearing instruments using Smart Fit and send fine-tuning packages back to the patients. The system also allows for hearing aid software updates to be installed via the ReSound Smart 3D App.

Asynchronous

- No coordinated scheduling needed
- Patient's describes issue accurately, at the most relevant time
- At the convenience of both patient and HCP

All technology levels

All wireless form factors

Part of the already familiar, full-featured and proven app



ReSound Assist is what we call “asynchronous”. This is unlike a synchronous platform which would require scheduling of coordinated appointments, typically during office hours only. ReSound Assist has the advantage of facilitating end-user engagement *at the moment that they are having difficulty*, when it is most relevant and accurate, rather than waiting for a clinical appointment. This allows convenience for both the patient and the hearing care provider.

ReSound Assist is available in all technology levels of LiNX 3D, ENZO 3D, and LiNX Quattro portfolios, and in all form factors (including custom products) with wireless connectivity (all except 10A battery size).

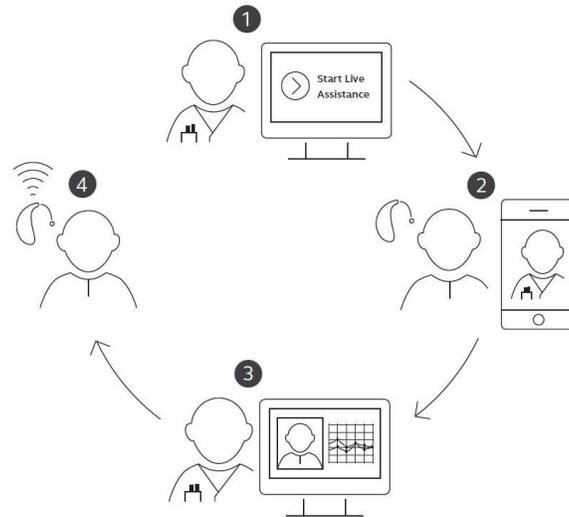
Patients use the same app for requesting and installing remote fine tuning requests that they do for controlling their devices. This is a natural, seamless addition to their experience, with no additional app to download, master, and differentiate.

ReSound Assist Live



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Introducing ReSound Assist: Live Assistance



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So how does Live Assistance work? Two general components make up Live Assistance: the audio-video call and real-time hearing instrument adjustments. At an agreed on time, the hearing care professional initiates the audio-video call from ReSound Smart Fit, indicated in the graphic by number 1. Number 2: The patient accepts this call, which is received through ReSound Smart 3D. Then, as portrayed by number 3, the hearing care professional connects to the hearing instruments through ReSound Smart Fit. Once connected, the hearing care professional makes real-time adjustments to the hearing instruments. And finally, number 4, the patient's hearing instruments receive these adjustments and the patient can then provide feedback as needed.

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.

Please pause this training module to review the PC requirements to use Live Assistance.

Good to Know: ReSound Assist Toggle Switches

The screenshot displays the ReSound Smart Fit 1.6 software interface. The top navigation bar includes 'Patient Information', 'Instruments', 'Fitting', and 'Summary'. The main display area is divided into two frequency response graphs, each showing gain level (%) versus frequency (Hz) on a logarithmic scale. The left graph is for the right ear and the right graph is for the left ear. Below the graphs, there are 'Gain Adjustments' and 'Device Controls' sections. The bottom section is titled 'Phone Accessories' and contains several settings: 'Remote Hearing Aid Update' (toggle switch, currently ON), 'Streaming Bass Boost' (slider, currently Mid), 'Mic relative to Mobile Device' (slider, currently -3db), and 'Mic relative to Phone Clip' (slider, currently -3db). A yellow box highlights the 'Remote Hearing Aid Update' toggle switch. The ReSound GN logo is visible in the bottom right corner of the interface.

With the release of ReSound Smart Fit 1.6, you will notice changes to which toggle switches are available on the ReSound Assist screen. The ***toggle switch for Remote Fine-tuning does remain on this screen and the Live Assistance toggle switch has been added. Most notably, the Remote Hearing Aid Update toggle switch has been relocated to the ***Advanced Features Screen and placed with the ***Phone Accessories settings. Note that Remote Hearing Aid Updates is defaulted on. The hearing care professional can use the toggle switch to turn this feature off. Remote Hearing Aid Updates does not require hearing care professionals to have GN Online Services accounts or to log into their GN Online Services accounts.

Defaulting to "On"

The screenshot shows the ReSound Smart Fit 1.6 software interface. The main window displays patient information, instrument status, and a media player. A 'Preferences' dialog box is open, with the 'User Preferences' tab selected. The 'Default Patient Setting' is highlighted with a yellow box and set to 'On'. Other settings include 'Default Language' (English), 'AutoRelate on Save' (No), and 'Default Gain Level %' (100). The 'Remote Fine-tuning' section is also highlighted with a yellow box, showing 'Enable Remote Fine-tuning' set to 'Yes' and 'Default Patient Setting' set to 'On'. The 'Tools' section on the right contains a frequency response graph and a table of values.

1.5K	2K	3K	4K	6K	8K
10	9	8	1	0	0
8	7	8	1	0	0
7	6	7	0	0	0
1.1	1.1	1	1	1	1
101	104	104	104	104	104

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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This table lists the system requirements for Live Assistance. This technology is available for ReSound LiNX Quattro, ReSound ENZO Q, ReSound LiNX 3D, and ReSound ENZO 3D. The hearing care professional must upgrade to ReSound Smart Fit 1.6 fitting software. Patients are required to update ReSound Smart 3D to version 1.7. Note that real-time audio-visual calls require a large amount of data. Patients are encouraged to use a Wi-Fi connection for their Live Assistance calls, rather than cellular data.

Note for representative as of March 2020: This feature will be available for Android in the future.

Live Assistance: Feature Availability



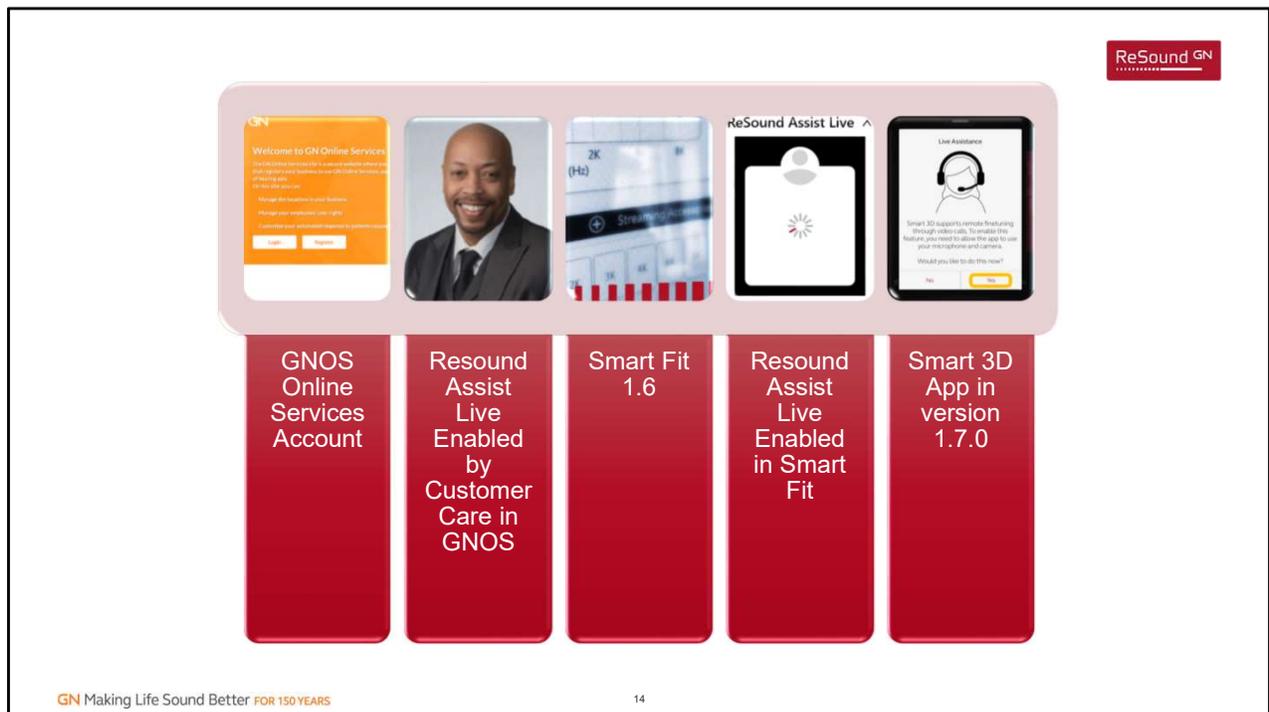
AVAILABLE:

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

NOT AVAILABLE:

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

Live Assistance offers hearing care professionals access to many features while conducting a Live Assistance remote fine-tuning video call. Note that nearly all features can be adjusted including DFS calibration. Take a moment to review what features are and are not available with Live Assistance.



***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 in ReSound Smart Fit by the hearing care professional 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 then save the new settings. The patients will then

have access to Live Assistance. This applies to ReSound LINX Quattro, ReSound ENZO Q, ReSound LiNX 3D, and ReSound ENZO 3D.

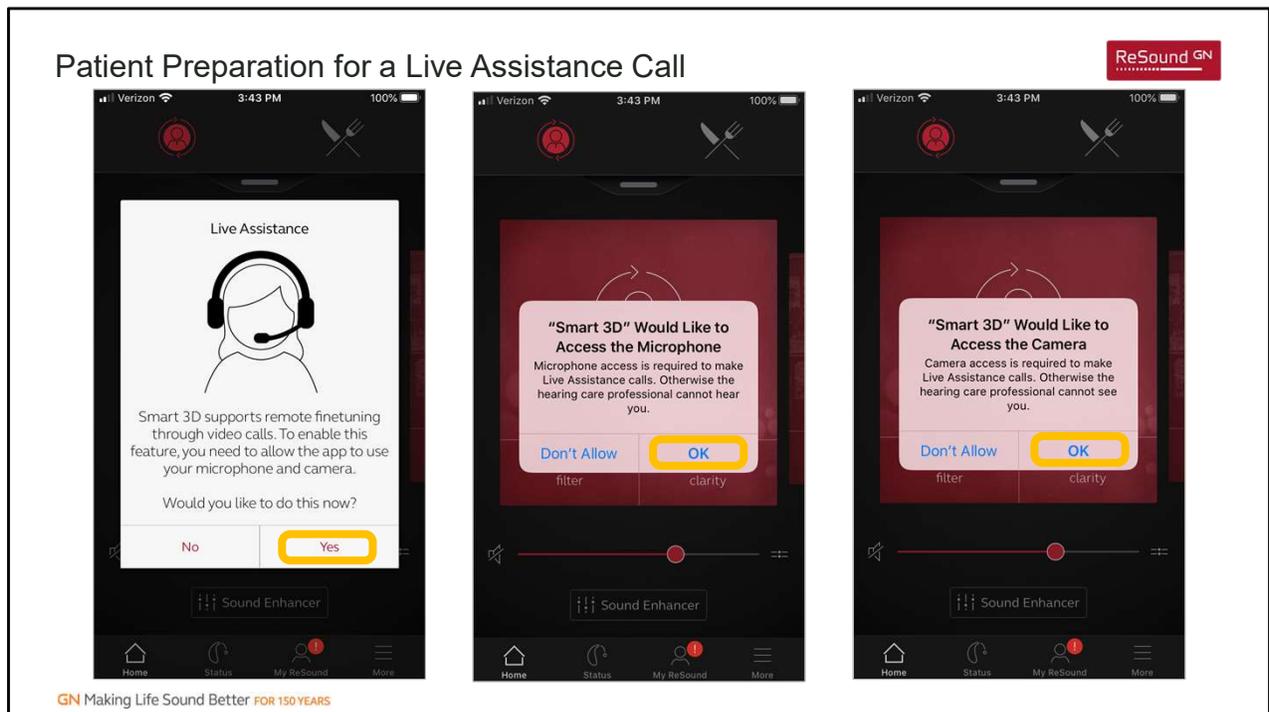
Initial Fit of
Hearing
Instruments
Must be
Completed in
the Clinic

Real Ear
Equipment
Must be
Disconnected
Before
Initiating Live
Assistance

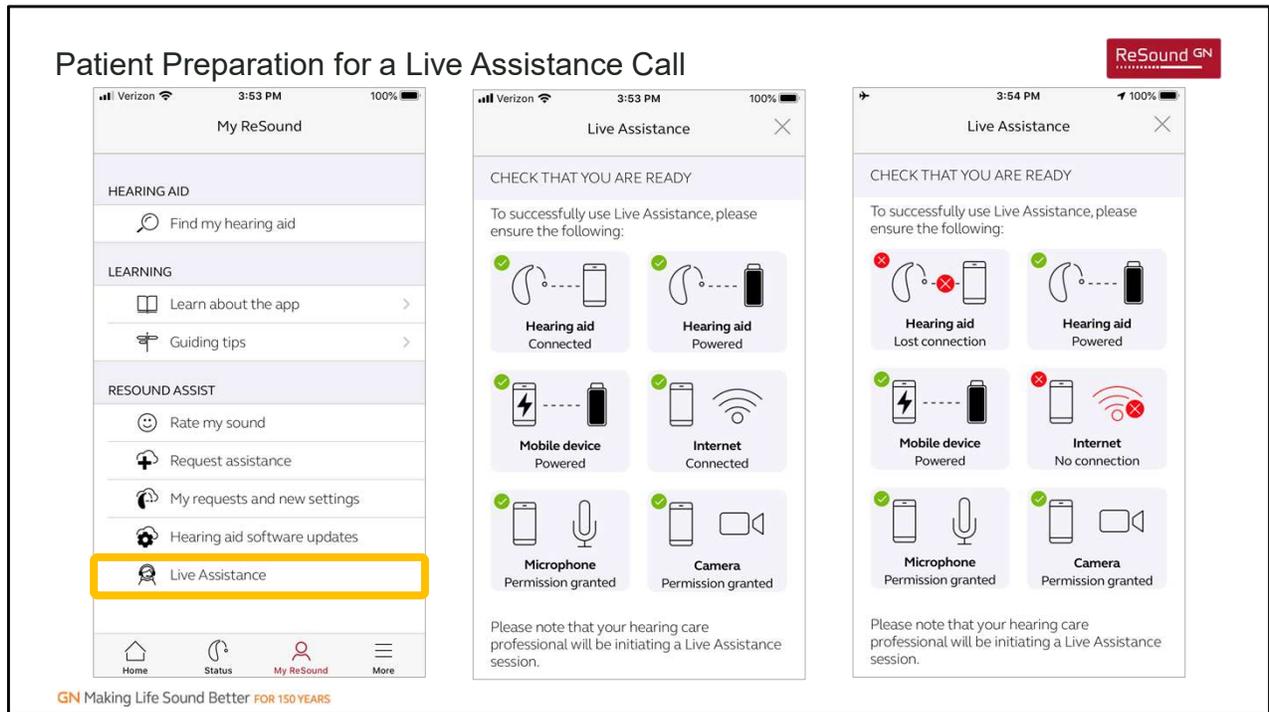
Live
Assistance
Can Only Be
Initiated by
the Provider

Please note, just like ReSound Assist today, the ***initial fitting of the hearing instruments must be completed in the clinic and then the patient will have access to Live Assistance for remote adjustments. ***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. Patients do not have the ability to call their providers through the app.

Patient Preparation for a Live Assistance Call



When connecting to ReSound Smart 3D, for the first time once Live Assistance is enabled, a window asking for permission to allow ReSound Smart 3D use of the camera and the microphone appears. The patient ***taps yes and then allows the smart phone to access both the ***microphone and the ***camera by tapping OK. This is a vital step in order for Live Assistane video calls to be successful.



A new menu item titled *****Live Assistance** will be located on the My ReSound screen, under ReSound Assist. The *****Live Assistance** screen reveals a checklist that identifies the status of the areas required for a successful Live Assistance session including hearing aid connection to the smart phone, hearing aid battery level, smart phone battery level, internet connection, microphone permission, and camera permission. For a Live Assistance call to be successful, all these items must present a green check mark. Note that for rechargeable hearing instruments, the battery must be at least 20% to present a green checkmark. For non-rechargeable hearing instruments, the battery must be in its “non-low” state, or above the threshold that triggers the hearing instrument's low battery warning signal. The mobile device must have at least 20% battery charge to present with a green check mark. Items with *****red x's** must be rectified before a Live Assistance call can be completed. Note that ReSound Smart 3D does not need to be open in order to receive a call.

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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Let's review the simple steps to complete a Live Assistance call. ***If using an external webcam, make sure it is plugged in. ***Plug in Noahlink Wireless. ***Locate the patient file and ***open ReSound Smart Fit. ***From the Smart launcher screen, click Simulate. ***Initiate the Live Assistance video call. ***The patient accepts the call. Note that this is the only required patient step. The remainder of the Live Assistance call will be driven by the hearing care professional. ***Connect ReSound Smart Fit to the patient's hearing instruments. ***Complete adjustments to the patient's hearing instruments. ***Save the new hearing instrument settings. ***Disconnect from the hearing instruments. ***End the Live Assistance video call.

Live Assistance: Simulate

ReSound GN

The screenshot displays the ReSound Smart Launcher software interface. At the top, it shows the user's name 'Grace DeVore', age '67 years', gender 'Female', and date '3/16/1952'. The interface is organized into sections for different hearing aid families: ReSound LINX Quattro, ReSound LINX 3D, ReSound ENZO Q, and ReSound ENZO 3D. Each section contains buttons for specific models and the number of models available. Below these sections, there are two simulation panels. The 'Right Instrument' panel shows a ReSound LINX Quattro 9 hearing aid with a graph of its frequency response. The 'Left Instrument' panel shows a ReSound LINX Quattro 9 hearing aid with a graph of its frequency response. Both graphs plot HL (dB) on the y-axis (ranging from 10 to 130) against Frequency (Hz) on the x-axis (logarithmic scale from 125 to 8K). The graphs show a shaded area representing the hearing aid's performance range, with a line indicating the specific fit. The 'Right Instrument' graph has a pink shaded area, and the 'Left Instrument' graph has a blue shaded area. To the right of each graph are three buttons labeled 'LIP', 'HP', and 'MP'. At the bottom of the interface, there are buttons for 'Close', 'AutoFit', and 'Simulate'.

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This training module will now demonstrate the simplicity of a Live Assistance call. From the ReSound Smart Fit Smart Launcher screen, click ***Simulate or double-click on the last fitting session from the NOAH sessions list.

Live Assistance: GN Online Services Login



The screenshot displays the ReSound Smart Fit 1.6 software interface. The top navigation bar includes 'Patient Information', 'Instruments', 'Fitting', and 'Summary'. A 'GN Online Services Login' button is highlighted in the top right. The left sidebar shows patient details for 'Grace DeVore' and instrument status for 'Right' and 'Left' channels, both marked as 'Not Connected'. The main area features two frequency response graphs (left and right ears) and a central 'Gain Level (%)' control set to 100%. Below the graphs are two data tables for 'All-Around' and 'Streaming Accessories' settings.

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

All	250	500	750	1K	1.5K	2K	3K	4K	6K	8K
50	6	9	14	16	15	14	14	10	10	8
65	3	5	8	9	9	8	8	5	4	2
80	1	2	3	3	2	1	1	0	0	0
CR	1.2	1.2	1.7	1.8	1.8	1.8	1.6	1.6	1.6	1.4
MPO	97	103	106	108	108	109	110	112	109	111

Similar to ReSound Assist Remote Fine Tuning, Live Assistance can only be accessed once the hearing care professional is logged in to GN Online Services. Click on ***GN Online Services Login to access the log in window.

Live Assistance: GN Online Services Login



GN Online Services Login ✕

Username
resoundtraining [Forgot Username?](#)

Password
●●●●●●●● [Forgot Password?](#)

[Sign-in](#)

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Type in ***username and password and click ***Sign-in.

Live Assistance: Start Live Assistance

The screenshot displays the ReSound Smart Fit 1.6 software interface. The top navigation bar includes 'Patient Information', 'Instruments', 'Fitting', and 'Summary'. The 'Fitting' tab is active, showing two audiograms: a red one on the left and a blue one on the right, both plotting Gain Level (%) against Frequency (Hz) from 125 to 8K. A 'Gain Level (%)' dropdown is set to 100%. The left sidebar contains 'Patient Information' for Grace DeVore, 'Instruments' with 'Right' and 'Left' ear status, and a 'Media Player'. A yellow box highlights the 'Start Live Assistance' button in the sidebar. The bottom of the interface features a grid of frequency and gain level settings, a 'Handles' slider, and 'Calibrate DFS' and 'Pair Accessories' buttons.

If Live Assistance has been enabled for the hearing care professional's account, the ***ReSound Assist Live functionality will appear on the fitting screen, located on the left side bar. If the Start Live Assistance button is red, then the preliminary steps have been completed. When ready to initiate a Live Assistance video call, click ***Start Live Assistance.

Live Assistance: Select Audio and Video Devices



Select Audio and Video Devices

Video Device HD Pro Webcam C920
 Integrated Camera

Audio Device Microphone (HD Pro Webcam C920)
 Microphone (Realtek High Definition Audio)

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The Select Audio and Video Devices window will open. Select the preferred camera and preferred microphone for use during Live Assistance video calls. Once satisfied with the selection, click ***OK.

Live Assistance: Video Call Connecting

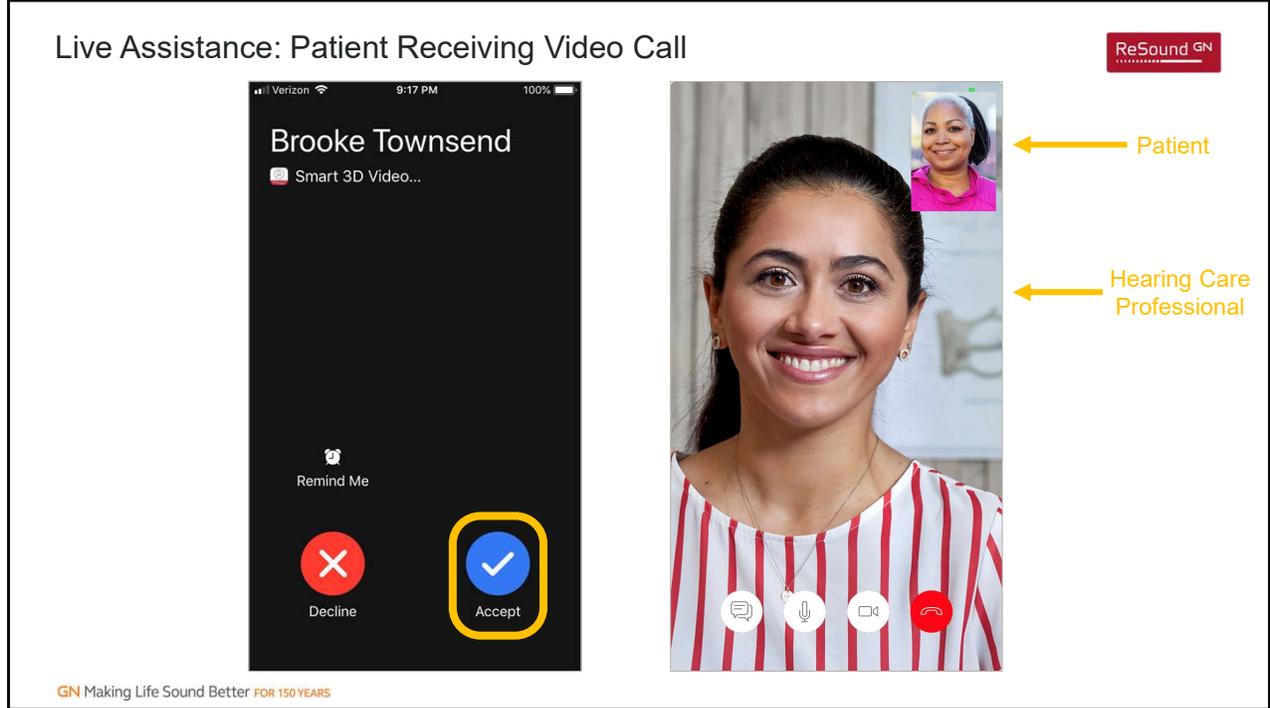


The screenshot displays the ReSound Smart Fit 1.6 software interface. The main window is titled "ReSound Smart Fit 1.6" and shows patient information for "Grace DeVore, First Time User". The interface is divided into several sections:

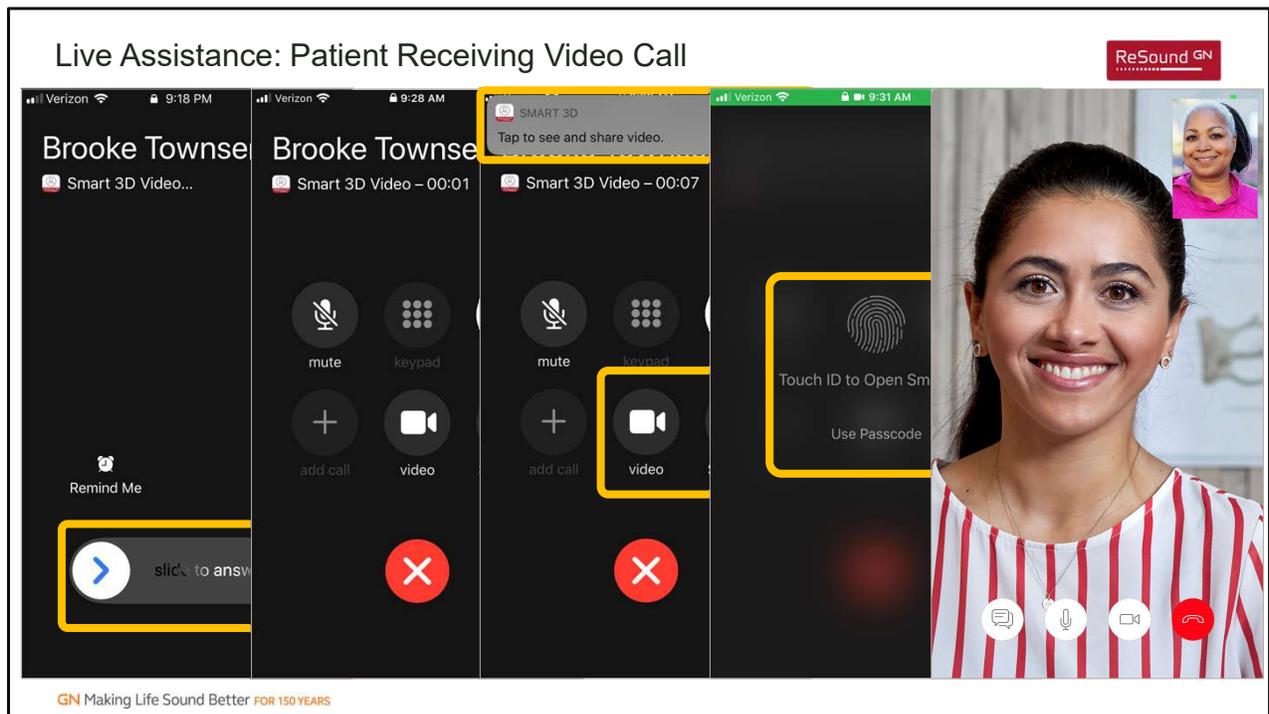
- Top Bar:** Includes "Patient", "Instruments", "Fitting", and "Summary" tabs. Below these are "Gain Adjustments", "Advanced Features", "Environmental Optimizer II", and "Device Controls".
- Central Area:** Contains two frequency response graphs. The left graph shows a red curve, and the right graph shows a blue curve. A "Gain Level (%)" dropdown is set to "100%".
- Bottom Section:** Features two tables for "All-Around" and "Streaming Accessories" settings. The "All-Around" table has columns for frequencies (All, 250, 500, 750, 1K, 1.5K, 2K, 3K, 4K, 6K, 8K) and rows for different settings (50, 65, 80, CR, MPO). The "Streaming Accessories" table has similar columns and rows. Below the tables are "Handles" controls for "6" and "10".
- Left Sidebar:** Includes "Patient Information", "ReSound Assist Live" (highlighted with a yellow border), "Instruments" (Right and Left), and "Media Player".
- Bottom Bar:** Contains "Calibrate DFS", "Pair Accessories", and "Save" buttons.

ReSound Smart Fit will ***initiate the video call.

Live Assistance: Patient Receiving Video Call



If the patient's smart phone is unlocked when he or she receives the video call request, the patient may choose to decline or accept the call. If the patient taps ***accept, the hearing care professional will ***be visible on the screen. Note that the app does not need to be open to receive a Live Assistance call.



If the patient’s smart phone is locked when he or she receives the video call request, the patient will be required to ***swipe right to answer the call. The phone options screen will appear. In order for the patient to see the hearing care professional on the screen, he or she must tap the video or Smart 3D icon. If ***notifications are enabled for ReSound Smart 3D, a ***banner will appear instructing the patient to tap the Smart 3D icon. Once either the ***video or Smart 3D icon is tapped, the ***patient will be prompted to ***unlock the smart phone with whatever method he or she typically uses. At this point, ***the patient will be able to see the hearing care professional.

Live Assistance: Video Call Connected

The screenshot displays the ReSound Smart Fit 1.6 software interface. At the top right, the ReSound GN logo is visible. The main window is titled "ReSound Smart Fit 1.6" and contains several panels. On the left, a "Patient Information" panel shows the name "Grace DeVore" and "First Time User". Below this, a "ReSound Assist Live" panel features a video call window with a yellow border, showing a woman's face. The central area contains two graphs showing frequency response curves. A red "Connect Devices" dialog box is overlaid on the graphs, with the text: "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." Below the graphs, there are "Connect" and "Simulate" buttons. The bottom of the interface shows a "Handicap" slider set to 10 and a "Save" button. The ReSound GN logo and the slogan "GN Making Life Sound Better FOR 150 YEARS" are at the bottom left.

Once the patient accepts the video call, ***his or her image will be visible on the left side bar in ReSound Smart Fit. The hearing care professional and patient will be able to communicate, and the patient will hear the hearing care professional's voice streaming through the hearing instruments. However, once ReSound Smart Fit is connected to the patient's hearing instruments, the patient will hear the hearing care professional through the phone's speaker and no longer through the hearing instruments. Because of this change in audio delivery, it is appropriate to communicate with the patient prior to connecting to the hearing instruments so the patient can benefit from direct streaming.

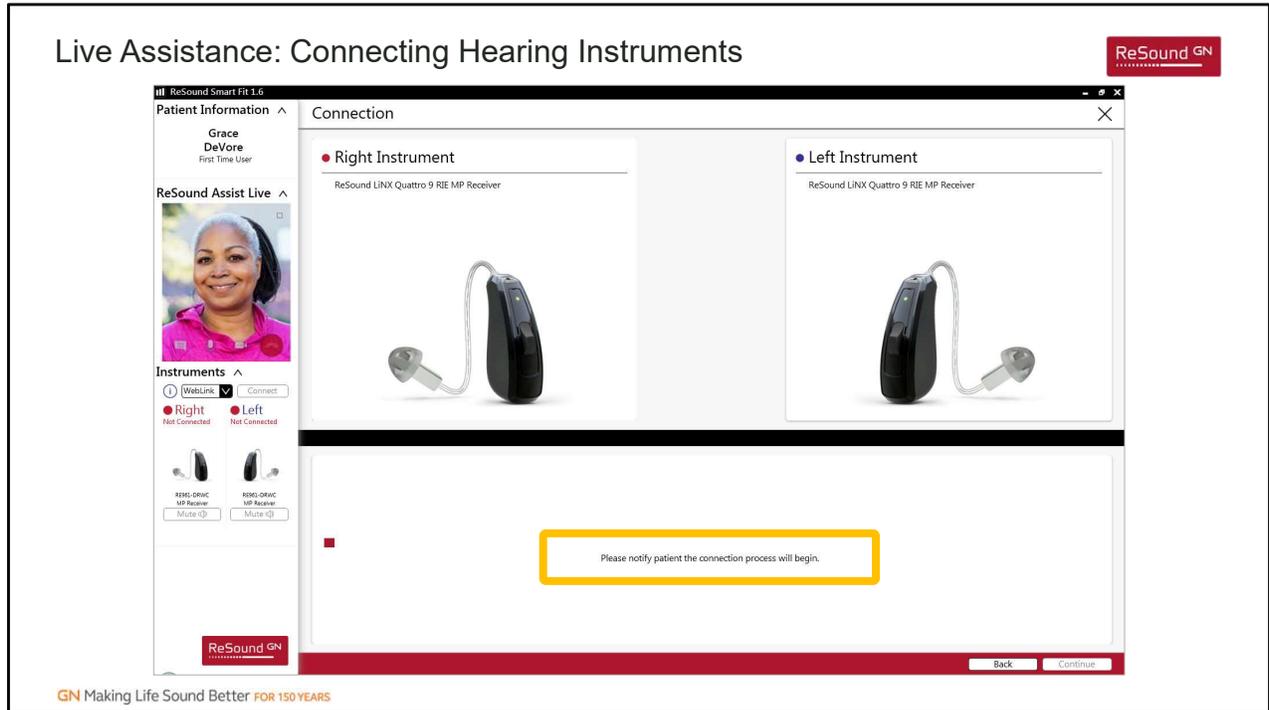
Live Assistance: Connecting Hearing Instruments



The screenshot displays the ReSound Smart Fit 1.6 software interface. On the left, there is a sidebar with patient information for Grace DeVore, a photo, and instrument status for Right and Left ears. The main area shows two audiograms and a 'Connect Devices' dialog box. The dialog box has a yellow highlight around the 'Connect' button. Below the dialog box, there are two tables of frequency response data for the Right and Left ears, with frequency ranges from 63 Hz to 111 Hz. The 'Connect' button is highlighted with a yellow box.

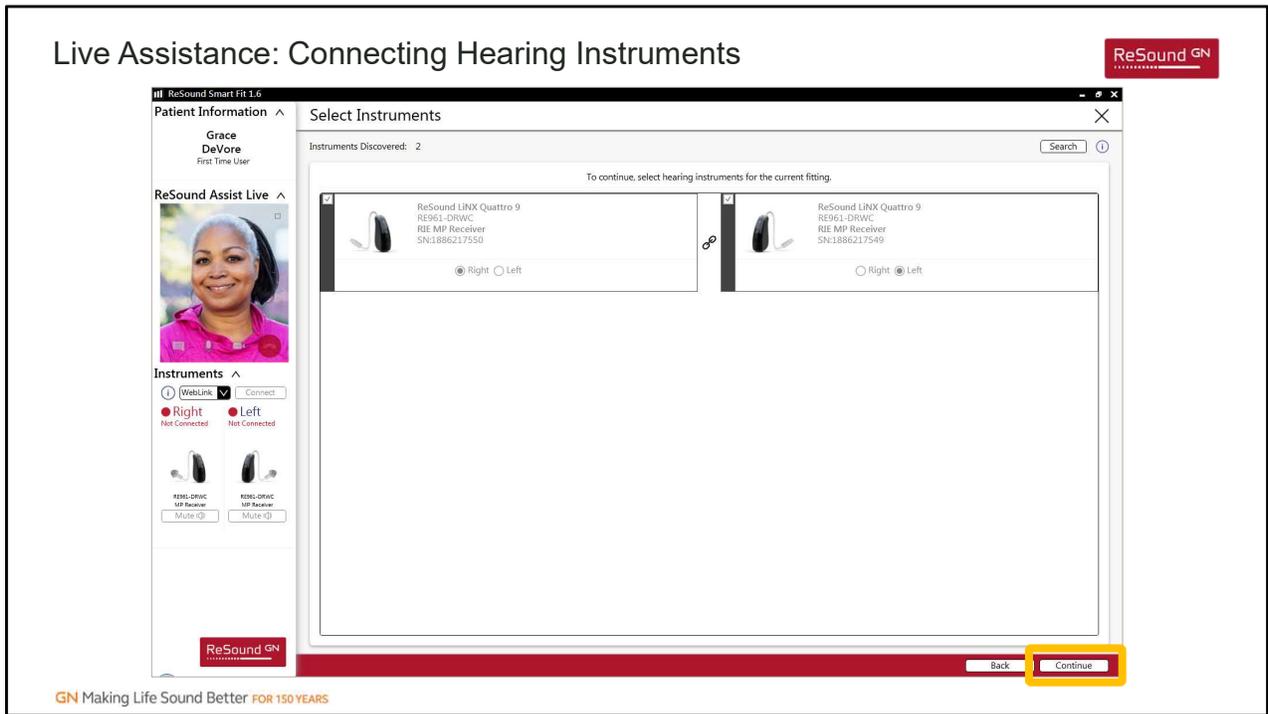
When ready to connect to the hearing instruments, click ***Connect.

Live Assistance: Connecting Hearing Instruments



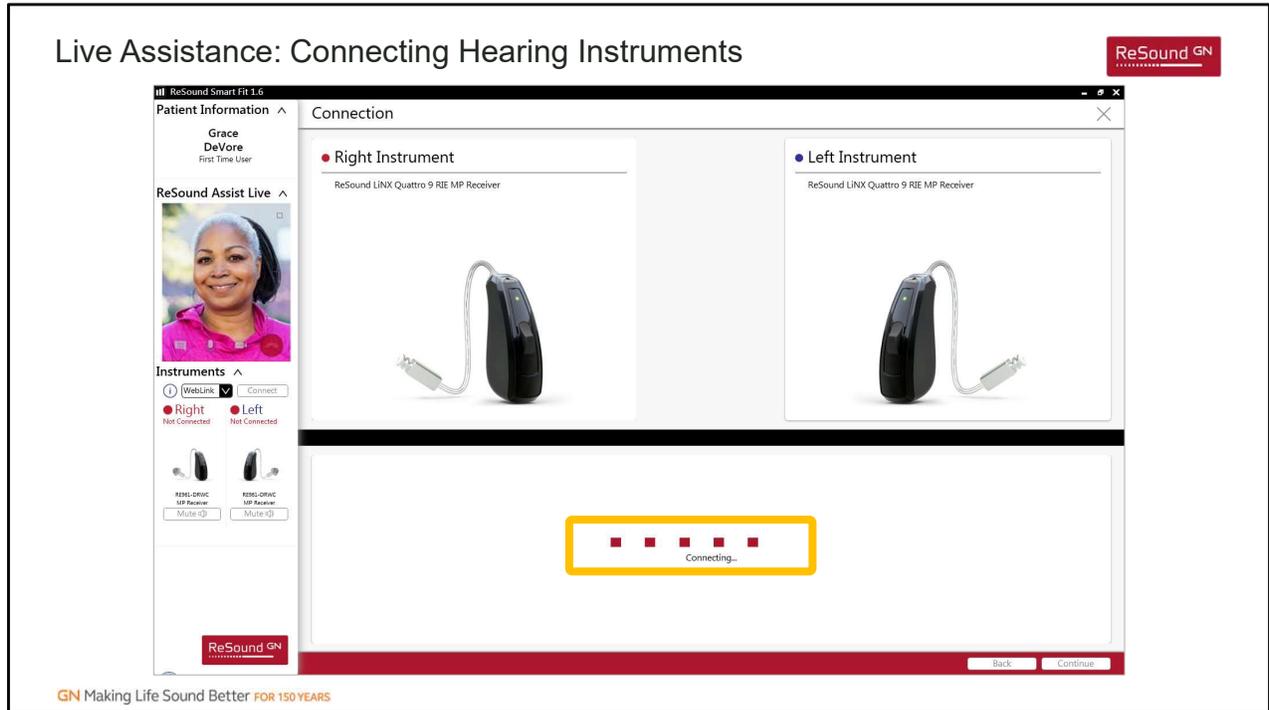
ReSound Smart Fit ***makes a recommendation to alert the patient that the connection process will begin and that the audio streaming to the hearing instruments will end and shift to the smart phone speaker. This recommendation will clear from the screen on its own.

Live Assistance: Connecting Hearing Instruments



ReSound Smart Fit will list the patient's hearing instruments. Once the hearing instruments are located, select ***Continue.

Live Assistance: Connecting Hearing Instruments



ReSound Smart Fit will begin the connection process. Connecting remotely will take longer than connecting locally and is dependent on both the hearing care professionals' and patients' connection speeds.

Live Assistance: Connecting Hearing Instruments

ReSound GN

The screenshot displays the 'ReSound Smart Fit 1.6' software interface. On the left, a sidebar shows 'Patient Information' for Grace DeVore, 'ReSound Assist Live' with a patient photo, and 'Instruments' with 'Right' and 'Left' MP Receivers connected. The main 'Connection' window is divided into two columns: 'Right Instrument' and 'Left Instrument'. Each column shows a ReSound LINX Quattro 9 RIE MP Receiver with a checkmark and a list of verified items: Right Instrument (RE96L-DR1WC, RIE MP Receiver, SN: 1886217550), Audiogram, and Fitting Data. The 'Left Instrument' column shows similar information for RE96L-DR1WC, RIE MP Receiver, SN: 1886217549. At the bottom right, a 'Continue' button is highlighted with a yellow box.

Once the hearing instruments are connected, ***click Continue.

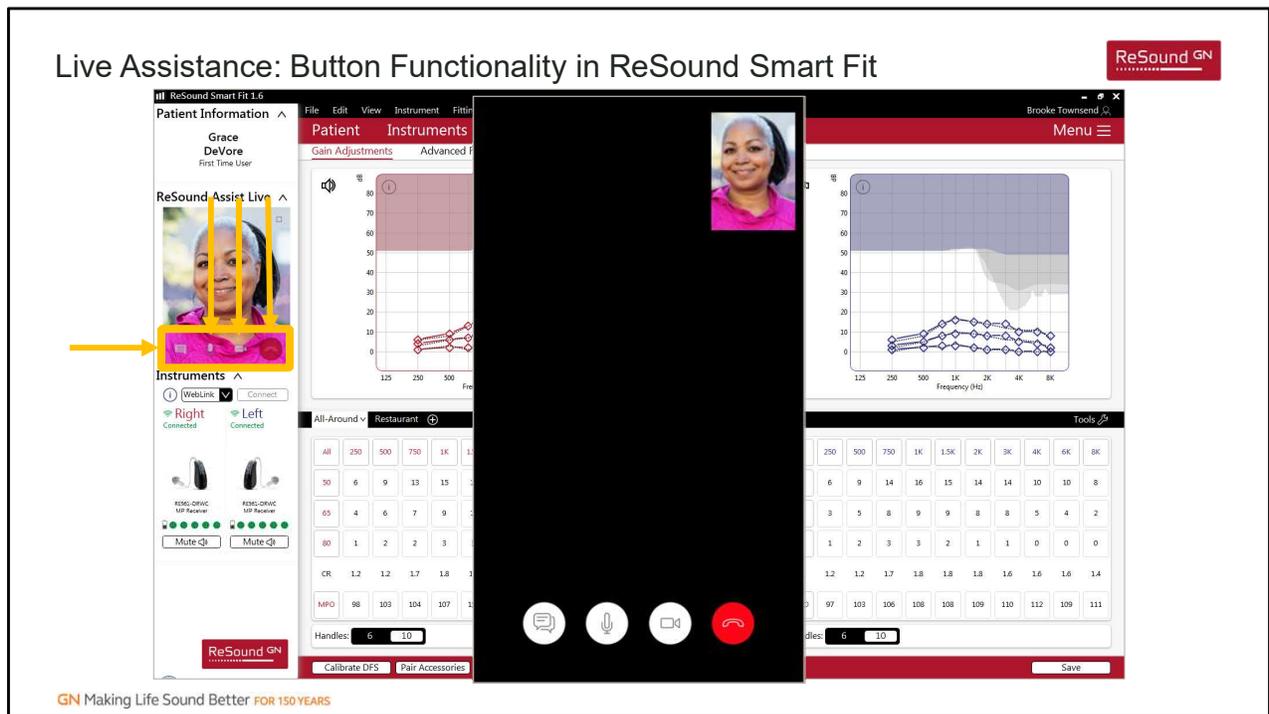
Live Assistance: Enlarge Patient View

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 titled 'Patient Information' and shows a patient named Grace DeVore. The 'Instruments' section indicates that both the Right and Left ReSound LiNX QP Receiver are connected. The central video window shows a live feed of the patient, with a small black square in the top right corner for enlarging the view and an 'X' in the top left corner for closing the window. The right side of the interface features a 'Fitting Summary' panel with a graph showing Gain Level (%) vs. Frequency (Hz) and a table of fitting parameters.

	All	250	500	750	1K	1.5K	2K	3K	4K	6K	8K
CR	1.2	1.2	1.7	1.8	1.8	1.8	1.6	1.6	1.6	1.6	1.4
MPO	98	103	104	107	110	112	112	113	109	110	

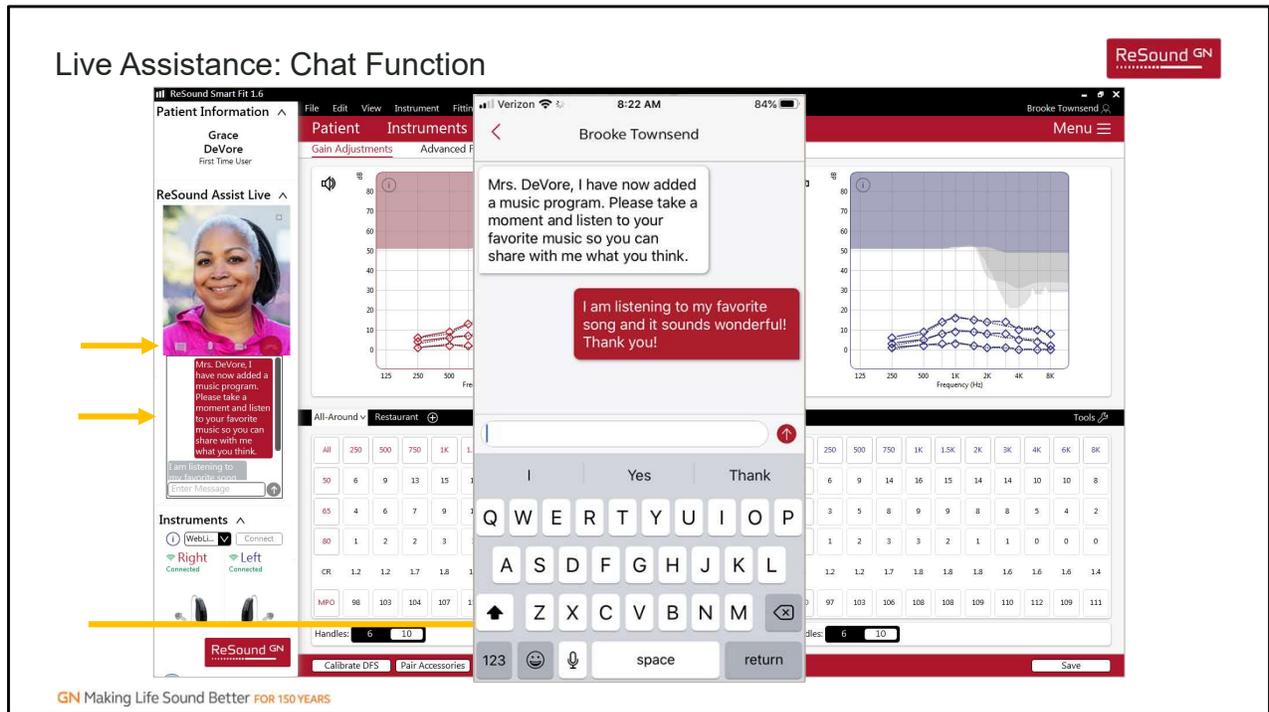
To enlarge the view of the patient, click the ***small black square located in the top right corner of the patient image. To return to the previous window, click ***the X located on the black bar above the patient image.

Once ReSound Smart Fit is connected to the hearing instruments, the fitting screen will return. Note the ***connection symbols are green and if connected to ReSound LiNX Quattro 61 rechargeable hearing instruments, the battery charge indicator will be active. When connected, the patient will experience any adjustments made to the hearing instruments in real-time. If the connection indicator dots are red, the patient will still hear the hearing care professional, but the hearing instruments will not receive any adjustments. If ReSound Smart Fit is connected to the hearing instruments initially but loses the connection, the hearing care professional will be ***notified with an error screen and given an opportunity to reconnect. To reconnect, click ***Reconnect Devices.



During an audio-video call, ***the following functions are available using the icons located on the patient's image: ***start a chat, ***mute hearing care professional's microphone, ***turn off the hearing care professional's video camera, and ***hang up the call. When the hearing care professional's microphone is muted, there will not be indication of this on the phone screen, but the patient will no longer hear the hearing care professional. When the hearing care professional's video camera is turned off, the ***patient will see a black screen where the image once was.

Live Assistance: Chat Function



The Live Assistance chat function allows for the hearing care professional and the patient to communicate without audio. To initiate a chat, click the ***chat icon in the lower left corner of the patient image. A ***chat window will open. Type a message and send to the patient. The patient will receive notification by a ***red circle surrounding the chat icon located in the lower left corner of the phone screen. The chat line drawing will also change to red. The patient may tap on the icon to ***open the chat window and continue the chat conversation. The patient may also initiate a chat if needed.

Live Assistance: Patient Phone Screen Button Functionality



ReSound Smart Fit 1.6

Patient Information: Grace DeVore, First Time User

ReSound Assist Live

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

Gain Adjustments | Advanced Features | Environmental Optimizer II | Device Controls

Gain Level (%) 100%

Calibrate DFS | Pair Accessories | Save

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The patient has similar options located on the bottom of the phone screen. ***start a chat, ***mute the patient's microphone, ***turn off the patient's video camera, and ***hang up the call. The hearing care professional will see an ***indication that the patient's microphone is muted and/or the video camera is turned off, as icons located on the Side Bar to the right of the patient's name.

Live Assistance: Making Fitting Adjustments



The screenshot displays the ReSound Smart Fit 1.6 software interface. The top navigation bar includes 'Patient', 'Instruments', 'Fitting', and 'Summary'. The 'Fitting' tab is active, showing two frequency response graphs. The left graph shows a red curve, and the right graph shows a blue curve. A central control panel features a plus icon highlighted with a yellow circle. Below the graphs are two tables of data for 'All-Around' and 'Streaming Accessories' programs. The 'All-Around' table has columns for frequencies (All, 250, 500, 750, 1K, 1.5K, 2K, 3K, 4K, 6K, 8K) and rows for various settings (50, 65, 80, CR, MPO). The 'Streaming Accessories' table has similar columns and rows. A 'Gain Level (%)' dropdown is set to 100%. The bottom of the interface includes a 'Save' button and a footer with the text 'GN Making Life Sound Better FOR 150 YEARS'.

Begin adjusting the hearing instrument settings. In this example, the patient has requested a music program. Click the ***plus icon to add a program.

Live Assistance: Making Fitting Adjustments

ReSound GN

The screenshot displays the ReSound Smart Fit 1.6 software interface. On the left, a sidebar shows patient information for Grace DeVore, a ReSound Assist Live profile picture, and instrument status for Right and Left channels. The main window has a menu bar (File, Edit, View, Instrument, Fitting, Help) and a sub-menu (Patient, Instruments, Fitting, Summary). Below this are tabs for Gain Adjustments, Advanced Features, Environmental Optimizer II, and Device Controls. Two frequency response graphs are shown, each with a Gain Level (%) dropdown set to 100%. A central panel shows a dropdown menu for Streaming Accessories with 'Music' highlighted. Below the menu are two tables of data for different listening environments (All-Around, Restaurant, Streaming Accessories) and a 'Handles' slider.

All	250	500	750	1K	1.5K	2K	3K	4K	6K	8K
All	250	500	750	1K	1.5K	2K	3K	4K	6K	8K
50	6	9	14	16	15	14	14	10	10	8
65	3	5	8	9	9	8	8	5	4	2
80	1	2	3	3	2	1	1	0	0	0
CR	1.2	1.2	1.7	1.8	1.8	1.8	1.8	1.6	1.6	1.4
MPO	98	103	104	107	110	112	112	113	109	110

All	250	500	107	110	112	112	113	109	110	
All	250	500	107	110	112	112	113	109	110	
50	6	9	13	13	13	13	13	13	13	
65	4	6	7	7	7	7	7	7	7	
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

Select *****Music** from the drop-down menu. ReSound Smart Fit will update the hearing instruments and the patient may test the music program in real time.

Live Assistance: Making Fitting Adjustments



The screenshot displays the ReSound Smart Fit 1.6 software interface. The top navigation bar includes 'Patient', 'Instruments', 'Fitting', and 'Summary'. The 'Fitting' tab is active, showing two frequency response graphs side-by-side. The left graph shows a red curve, and the right graph shows a blue curve. A 'Gain Level (%)' slider is set to 100%. Below the graphs are two tables for frequency response data.

	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	102	104	107	110	112	112	113	109	110	

	All	250	500	750	1K	1.5K	2K	3K	4K	6K	8K
50	4	7	12	14	13	12	12	8	8	6	
65	3	5	8	9	9	8	8	5	4	2	
80	2	3	4	4	3	2	2	1	1	1	
CR	1.1	1.1	1.4	1.5	1.5	1.5	1.4	1.4	1.4	1.2	
MPO	97	102	106	108	108	109	110	112	109	111	

At the bottom right, a 'Save' button is highlighted with a yellow border.

The patient has the opportunity to provide feedback on the new music program as well as any other adjustments that were made. Complete further adjustments as needed. When ready to save the new settings, click ***Save.

Live Assistance: Saving Settings (Hearing Care Professional View)

ReSound GN

ReSound Smart Fit 1.6

Patient Information ^

Grace DeVore
First Time User

ReSound Assist Live ^

Instruments ^

WebLink Connect

Right Connected

Left Connected

Mute Mute

Save

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

The current fitting session is being saved.

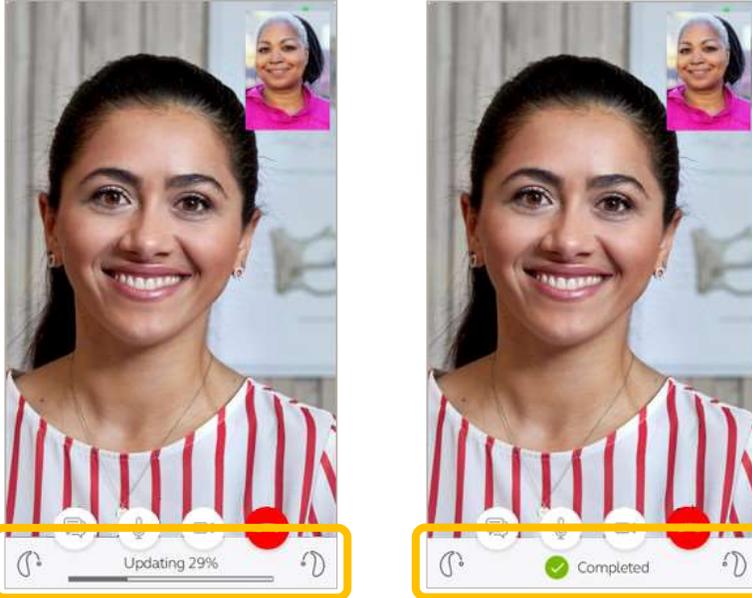
Continue Fitting Disconnect hearing aid(s)

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ReSound Smart Fit ***saves the settings to the hearing instruments. Saving remotely will take longer than saving locally.

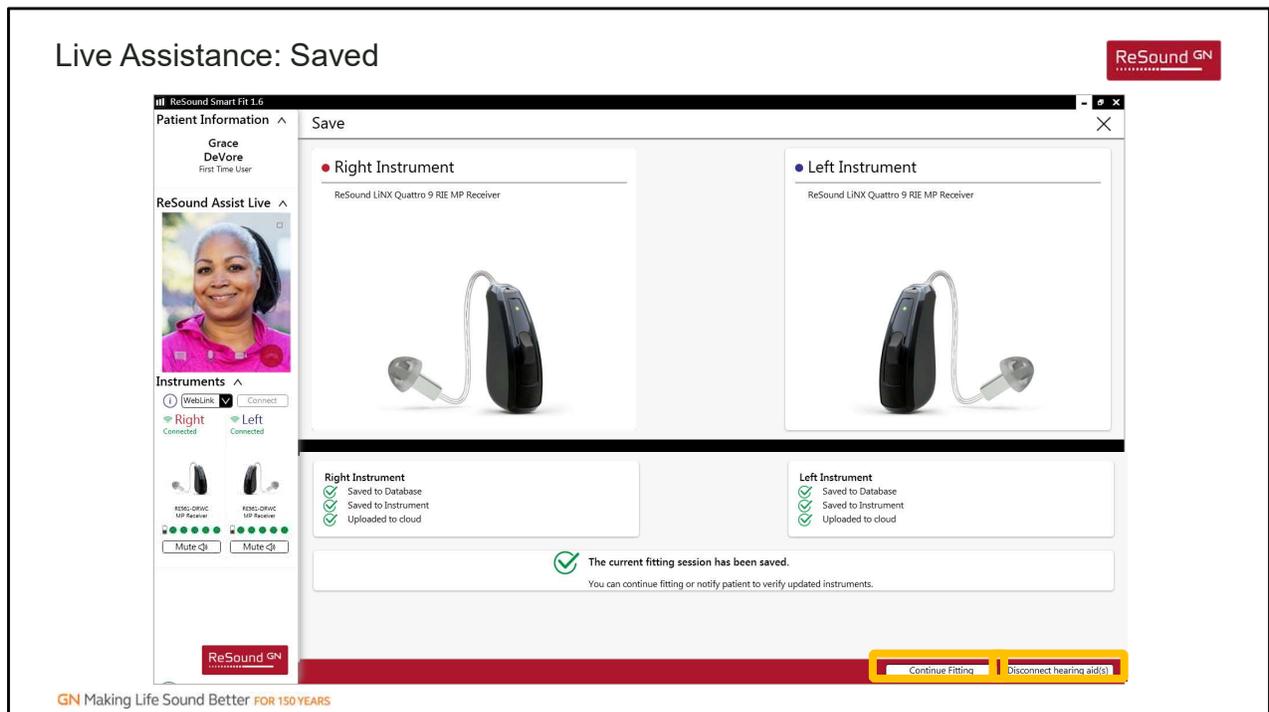
Live Assistance: Saving Settings (Patient View)

ReSound GN



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As the settings are saved to the hearing instruments, a progress bar will be displayed at the bottom of the phone screen as a **visual indicator** of the progress. Once the hearing instrument settings are **saved**, a **green circle** with a white checkmark and the word **Completed** will appear at the bottom of the phone screen.



ReSound Smart Fit will confirm that the settings have been saved to the hearing instruments. To return to the fitting screen and complete more adjustments, select **Continue Fitting**. If the patient is satisfied with the new settings, instruct the patient that the hearing instruments will be disconnected, automatically reboot, and the patient may hear the Smart Start beeps, if enabled. Then click **Disconnect hearing aid(s)**. The patient and hearing care professional will remain connected via the video call. Once the hearing instruments are rebooted, the patient will hear the hearing care professional's voice streaming through the hearing instruments once again.

Live Assistance: Simulate



The screenshot displays the ReSound Smart Fit 1.6 software interface. On the left, there is a sidebar with 'Patient Information' for Grace DeVore, 'ReSound Assist Live' with a patient photo, and 'Instruments' for Right and Left ears, both showing 'Not Connected' status. The main area features two audiograms and a 'Connect Devices' dialog box. The dialog box contains the following text: '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.' Below the text are two buttons: 'Connect' and 'Simulate', with the 'Simulate' button highlighted in yellow. The background shows a frequency response graph with a red line and a blue shaded area. At the bottom, there are 'Save' and 'Close' buttons.

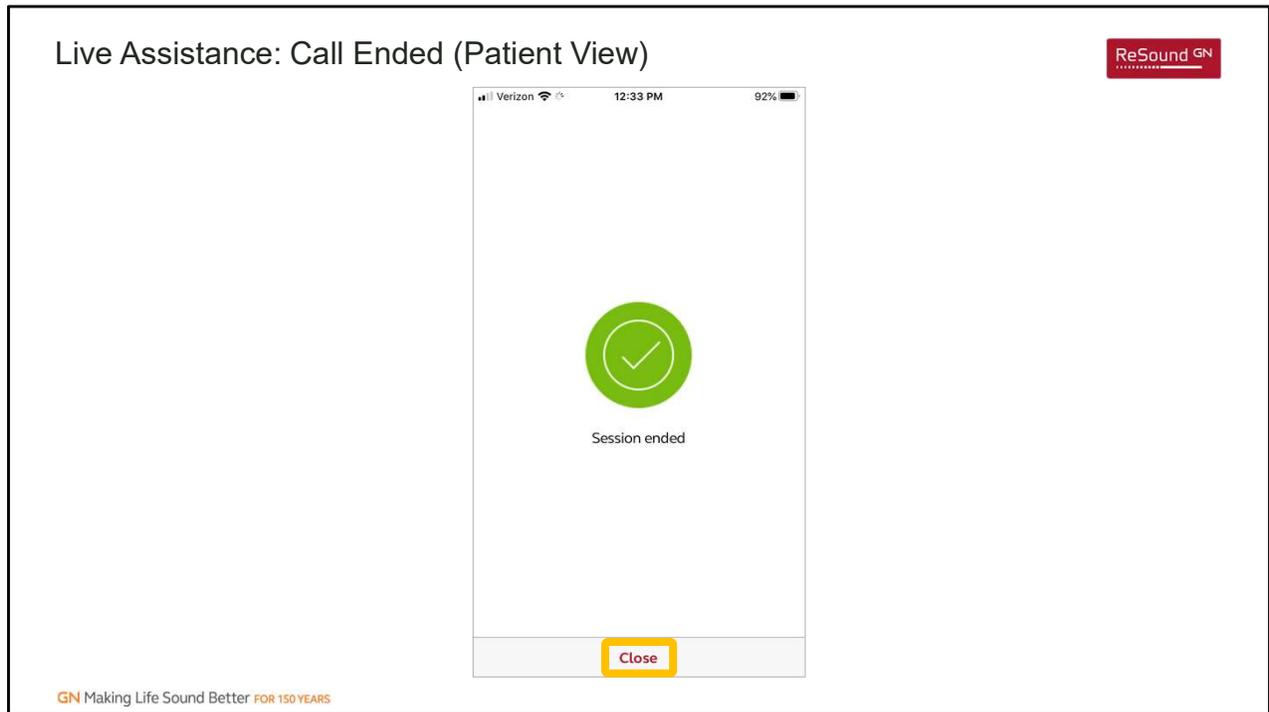
ReSound Smart Fit will inform the hearing care professional that the hearing instruments are disconnected by opening the Connect Devices window. To reconnect to the patient's hearing instruments, click ***Connect. To simulate at this time, click ***Simulate. The video call connection will remain active.

Live Assistance: Finish Appointment

ReSound GN

The screenshot displays the ReSound Smart Fit 1.6 software interface. The top left panel shows patient information for Grace DeVore, a first-time user. The main area features two hearing graphs side-by-side, each showing frequency (125 to 8K Hz) on the x-axis and gain level (0 to 80%) on the y-axis. The left graph has a red overlay, and the right graph has a blue overlay. Below the graphs are controls for Gain Level (%) set to 100%. The bottom section contains two tables of hearing data for 'All-Around' and 'Streaming Accessories' settings, with columns for frequency and rows for different hearing levels (All, 50, 65, 80, CR, MPO). A 'Connect' button is highlighted in the 'Instruments' panel on the left. The bottom of the interface includes a 'Calibrate DFS' button, a 'Pair Accessories' button, and a 'Save' button.

If it is necessary to reconnect to the patient's hearing instruments, click ***Connect. Otherwise, it is appropriate to finish the appointment and disconnect the call. ***Click the red hang up button.



After the hearing care professional disconnects the video call by clicking the red hang up button, the patient will see confirmation in ReSound Smart 3D that the session ended. The patient taps ***Close to enjoy the new settings.

Live Assistance: Call Ended



The screenshot displays the ReSound Smart Fit 1.6 software interface. The top navigation bar includes 'Patient', 'Instruments', 'Fitting', and 'Summary'. The 'Fitting' tab is active, showing two graphs of Gain Level (%) vs. Frequency (Hz) for the right and left ears. The right ear graph shows a gain level of approximately 10-20% across the frequency range, while the left ear graph shows a gain level of approximately 5-10%. The interface also includes a 'Gain Level (%)' dropdown menu set to 100%.

The 'Patient Information' sidebar shows the patient's name as Grace DeVore, First Time User. The 'Instruments' section shows two ReSound GN instruments, one for the right ear and one for the left ear, both marked as 'Not Connected'. The 'Media Player' section is visible at the bottom left.

The 'All-Around' section displays a table of data for various frequencies and handles. The table is organized into two columns of data, each with a 'Handles' dropdown menu set to 6 and 10. The table includes columns for 'All', '250', '500', '750', '1K', '1.5K', '2K', '3K', '4K', '6K', and '8K'. The data values are as follows:

	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	

Once the call has ended, it is appropriate to close ReSound Smart Fit.

Live Assistance: ReSound Smart Fit Patient Timeline

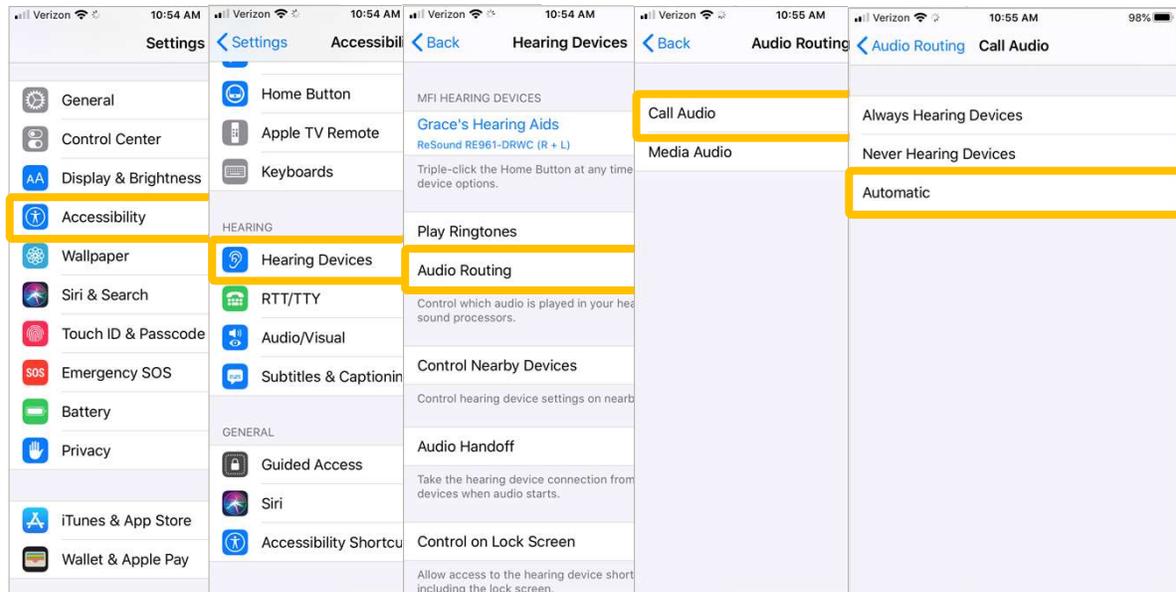
The screenshot displays the ReSound Smart Fit Patient Timeline interface. The main window shows a patient profile for Grace DeVore, a first-time user. The interface is divided into several sections: Patient Information, ReSound Assist Live, Instruments, and Media Player. The ReSound Assist Live section shows a 'Start Live Assistance' button. The Instruments section shows two ReSound Smart Fit receivers, one for the right ear and one for the left ear, both currently 'Not Connected'. The Media Player section has a 'Collapse Sidebar' button. The main timeline area shows a calendar view for January 2020. A red box highlights the date 28 Jan 2020, which corresponds to a series of Live Assistance sessions. The sessions are listed as follows:

Time	Status
Live Assistance - 10:53 AM	Connected In-Office
Live Assistance - 10:50 AM	Connected In-Office
Live Assistance - 10:01 AM	Connected In-Office
Live Assistance - 10:00 AM	Connected In-Office
Remote Session Summary - 10:00 AM	Outdated settings
In-Office Session - 1:38 PM	Connected In-Office

The 'Live Assistance - 10:53 AM' session is highlighted with a yellow box, and a yellow arrow points to the 'Start an Assist fine-tuning session' action available for this session. The interface also includes a 'Remote Fine-tuning' toggle and a 'Live Assistance' toggle, both currently set to 'On'. A warning message states: 'Important: please unplug real ear equipment from your PC prior to starting Live Assistance session as it may cause adverse effects.'

Similar to remote fine-tuning, the patient timeline on the ReSound Assist screen will display the logged Live Assistance calls. If it is necessary to adjust settings after the video call has ended, the action to ***Start an Assist fine-tuning session is available for each Live Assistance session.

Good to Know: Audio Routing



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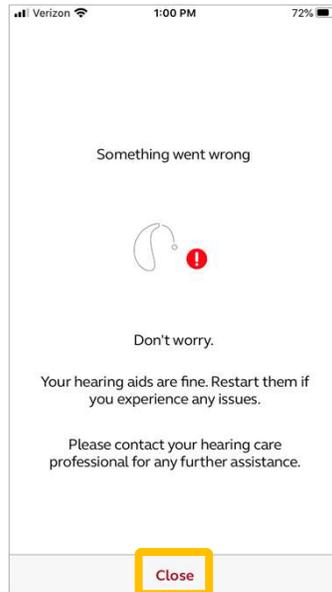
Smart phones allow patients to decide if they want to use their hearing instruments for audio streaming. For patients that need assistance with this feature, follow these steps. From the Settings app, tap ***Accessibility. Then ***tap Hearing Devices. Audio Routing gives the patient the option for how audio is routed to his or her hearing instruments. Tap ***Audio Routing. Audio routing can be chosen for phone calls and media separately. For purposes of Live Assistance, the patient taps ***Call Audio. Then the patient selects between ***Always Hearing Devices, Never Hearing Devices, or Automatic. If the patient wants to receive audio through the hearing instruments during a Live Assistance call, recommend that he or she selects Automatic. (Note for presenter: Using “Always Hearing Devices” during Live Assistance calls causes the fitting software to display a connection error and the iPhone audio to not function.)

Good to Know: Unable to See the Patient

The screenshot displays the ReSound GN software interface with a Live Assistance call overlay. The call screen, titled "SMART 3D", includes controls for mute, keypad, audio, video, and Smart 3D. A red 'X' is visible at the bottom of the call screen, indicating that video is not available. The background software interface shows patient information for Grace DeVore, instrument settings, and a hearing aid fitting graph.

Once a Live Assistance call is accepted by the patient, it may be possible to hear the patient but not ***see the patient. ***Remind the patient to tap ***either the video or Smart 3D icon on the call screen to initiate video.

Good to Know: Disconnecting During Fitting



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If the Live Assistance call is disconnected while the hearing instruments were connected to ReSound Smart Fit, the patient will receive this notification stating that although something went wrong, not to worry, the hearing instruments will be ok. To exit this window, tap **Close**.

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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***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. Although troubleshooting suggestions are always good to know when working with technology, during a Live Assistance pilot, the feature was simple and easy for hearing care professionals to use.



Thank you!

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This concludes the training module ReSound Assist: Live Assistance. Thank you for watching.