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Introducing ReSound Assist: Live Assistance Recorded April 24, 2020

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- [Jil] Well, hello, everyone, I hope you can hear me okay. Good morning or good afternoon or even good evening, depending on where you're located. My name is Jil Meckelenburger. I work in Research Audiology at ReSound, also known as Global Audiology. And I'm here today to teach you about our new feature that we just launched, ReSound Assist: Live Assistance. I just wanna give a little caveat before I start, I'm working from home like many of us are, and I also have a four-legged coworker here with me, Hoover, the Springer Spaniel. So usually he's well behaved but in case makes an appearance, don't be alarmed. It's funny too, just a side note, if you've never given an Audiology Online course before, it's a little bit unnatural and awkward. And the first time you do it, they recommend that you have either a photo of a child or a pet in the room with you, just to calm you down and make you smile. I'm used to having a photo of him on my desk, but I have him right here with me now. So that's even better. So, let's get started with our course today and just wanna review the learning objectives. So after this course, you should be able to explain the differences between our previous feature of ReSound Assist and our new Live Assistance feature. You'll also be able to determine the steps necessary to complete the ReSound Assist: Live Assistance session. And you'll be able to list the patient benefits of the new Live Assistance feature.

So just as a little background introduction here, I know these are crazy times that we're all living in. And there's been a an increased focus on tele-audiology, dramatically in this current situation, it was a technology that was used previously, but probably really underused and right now, it's on everyone's mind, how do we continue to serve our patients who might need help, particularly in the area of fine tuning of their hearing instruments, and maybe even a technology that you could use to upgrade patients who have known audiograms or even potentially for fitting new patients. So right now is definitely the time to embrace tele-audiology moving forward because we've opened up a new door here legitimizing all telemedicine solutions and we know, in our industry many more people are embracing this technology as well. There's a lot of good

information out there on different systems, manufacturers, of course, have lots of tools online that they're offering many more available now than previously, you can reach out to your sales rep or your field training audiologist. And even on Hearing Tracker, they've got some great articles and here's a link to one that's a recent article comparing different remote care systems. So there are two types of tele-audiology available, you may be familiar with, there's an asynchronous Remote Fine-Tuning system that doesn't require the audiologist and the patient to be online at the same time. So the actions are taken more in a sequence rather than simultaneously and this is why we call it asynchronous Remote Fine-Tuning. We'll get into a little bit more of the details just to review that before talking about the synchronous version. But our newest version is synchronous Remote Fine-Tuning, where the patient and an audiologist will have an appointment to meet at a certain time and be able to make fine tuning changes or adjustments live with a live video function as well.

So that's the new feature we'll be talking about, as well. ReSound offers both of these solutions, and we feel like between the two of them, you can pretty much meet any of your patients' needs. So just to take a step back, and before we dive into all of this, I want you to think about how often you use video calling services. You probably use them a lot more than you realize. And these can be things like FaceTime, Skype, WhatsApp, Facebook Messenger. And even more recently, during these times, many people have been using Zoom and Houseparty apps. So it's a question of do you use these daily, weekly, monthly? There's a lot of data out there on these services. There's a web communications company called Talkbox, they've been running research on these services since 2012. And they've reported that between 2015 and 2018, the regular use of video calls increased by 171% across all age categories, and that's probably even greater now and even greater now during these times of social isolation. So, they found that these video chats were not only increasing between friends but also between consumers and companies. That same study found that almost one third of respondents were using live video chat with a business, brand or service provider.

So a lot of that could be telehealth or telemedicine with the provider. So back to tele-audiology. The success of it and how successful we are with it really depends on how well our customers, our patients will adopt this technology. We know that frustration can be one of the big barriers that needs to be addressed. And hopefully, by providing solutions that are user-friendly and relatively seamless, we can overcome this big barrier of frustration. An interesting study was conducted several years ago now in telemedicine and e-Health online journal, looking at older adults perceptions of home telehealth services. And it's an interesting study because the results, I think, really even hold true today. They looked at large population of older adults and found that there are seven factors that really predict the adoption and success of home telemedicine services, the first being perceived usefulness, people aren't really going to be willing to use it unless they think that is going to help them. The second being effort expectancy. So ease of use of the system for the end user is a huge, huge factor here. Social influence, so that's some often using others to influence your decision.

So a family member, if they're supportive of it, a patient's going to have a lot more success with it as well. There were factors regarding perceived security. People are concerned about privacy when sending data over the internet. And older adults often have computer anxiety, which there have been studies that show that tablets can be perceived as a much better solution than a computer. So using something like an iPad, for example. The facilitating conditions were another factor. And these are things like price and how readily available technical support is for them. And finally, the physician's opinions or the provider's opinion. So in your case, it would be the audiologist's opinion. So all of these things can affect the adoption of these types of services. We'll look at the first bullet; perceived usefulness and then we'll talk about some of the other ones a little bit later. But the current situation that we're living right now, as I mentioned, it's really putting telemedicine in the forefront of everybody's discussions. We're being told that we should telemedicine rather than going into a doctor's office or a hospital right now, to decrease the risk of infection, so this is really

legitimizing telemedicine and in turn, it will legitimize tele-audiology. So, patients are already seeing that this can help them in the area of just safety, not putting them at risk for catching diseases, convenience, being able to have adjustments made from home as well as solving issues in the actual environments where they're having the issues. So looking at ReSound Assist, we have our overarching category that we call ReSound Assist. And this encompasses, as I mentioned, several different systems. So we have our new Live Assistance, which can also be called ReSound Assist Live in the software. So you might see both terms, which is the synchronous system that I mentioned. We have our Remote Fine-Tuning ReSound Assist version when we launched ReSound LiNX 3D a few years ago. And then this also encompasses hearing aid software updates that can be done remotely. So what is ReSound Assist, just to review the Remote Fine-Tuning option that was launched a few years ago? If you've worked with it or if you haven't, it's a good review.

So it basically creates the relationship between you and your patient that can move back and forth through what we call the GN Cloud. It's good to know that this is a HIPAA-protected relationship between you and your patient. So it's very secure. And you can think of that cloud as really storage information for the storage facility for the information that you're sending back and forth. The cool thing about the system is it works both ways. The patient can initiate a request from their app, or you can just initiate a request if you're looking at their data logging in the fitting software, for example, and I'll talk about that in a moment. So it's what we call an asynchronous system as I mentioned before. It means you don't have to be face to face with the patient. And they'll describe their issue through a series of steps that the app takes them through and submit a request to you. The app is also makes sure that the issues they have aren't something that can be easily solved without having to send a request. But once you receive this request, you can take a look at it and make the changes when it's convenient for you and send these programming changes back to them. It's compatible with all our wireless models of ReSound Quattro, ENZO Q, LiNX 3D, ENZO

3D, and it works in the Smart 3D app with either Apple or Android phones. So this is a good solution for patients who have either one of those types of technologies. As I mentioned, it works both ways. You can see the system here of the series of steps. But you can also start with step three as the audiologist and send something to the patient, based on what you've seen regarding their usage. And the example I always like to give is a patient that I had, that I noticed his data logging, which, by the way, the data logging will show up in your fitting software through the cloud after 10 hours of hearing aid use after you've programmed them and sent them on their way. And I noticed that one of my new patients was turning his volume up all the time, he was a first time user. So I sent him a package that had a little bit more gain for him and he was able to receive the package, download to his hearing aids and it worked like a charm. So based on that information as well, I later changed his patient experience settings from first time user to experience nonlinear and also sent them another package. So it's a good way that that's system can work from both sides. Just to briefly show you the steps here of submitting the fine-tuning request, the patient goes into their app and clicks Request assistance. And then the app walks them through a series of questions about their hearing and their hearing aid. And then asks them to define the problem more specifically, and even allowing them to fill in a message to you in their own words, so they can send you the request.

They'll get a response back from you saying that you'll get back to them within a designated timeframe. When the patient receives the fine tuning package back that you've sent them, they get a message in their app or notification, and they can click on their requests and new settings, and actually install the fine-tuning package. Again, it walks them through very clear instructions about accepting and installing the new settings. So that's basically how the asynchronous system that we've had ReSound Assist works. So moving on to our newest system, ReSound Live Assistance, we'll talk about that at this point forward. So as I mentioned, it's a asynchronous system. You can compare it to a FaceTime call with your patient or even if you think of it, if you're

going to make an analogy, if you think of ReSound Assist, as a text message that you can respond to when you like, ReSound Live Assistance is more like a telephone call that's happening real time live, or in this case, like a FaceTime call as well. So you will be the one to initiate the call, the patient can answer it on their iPhone, and then you can connect to the hearing aids remotely through the app. And you can make almost any adjustment that you can make when you're in the office and we'll go through a list of those things in a few moments. You can save the changes to their hearing aids. And that's it. If you need to make additional changes, you can reconnect as well. So it's a very relatively easy, seamless system. And it's very similar to anything that you would do with them in the office, as I mentioned, but rather than having them sitting next to you, you're seeing them on video. Here's a list of the requirements that you need to have for your PC to be able to work with this system. Most PCs that people are using currently in their office, if they've kept up to date, for the most part, should work with this. But the most important things actually are that you have a camera and a microphone. So many laptops have a camera already built in. But a lot of people like to use separate webcam, which you can add as well.

So you can either use your laptop, camera or different webcam then you also need an external microphone. You can use the microphone on your computer but we found it works best if you're using an external microphone as well. So as I mentioned before, this system is compatible with Quattro, ENZO Q, LiNX 3D and ENZO 3D. And basically, you need to have ReSound Smart Fit 1.6 fitting software and version 1.7 of our Smart 3D app. In terms of the phone, it's working with iPhones now. People ask a lot, "What about Android?" That will come out at a later date but for now, iPhones and any iPhone from the 5S version and newer, they need to have the minimum of iOS 12 operating system installed as well. We recommend too that they have a Wi-Fi connection. It works best with Wi-Fi because of the large amount of data being sent back and forth but if they're not on Wi-Fi, if they have an unlimited data plan, that works as well. So what features are available to be able to adjust through Live Assist? Many people ask

that and as I mentioned, it's almost everything that you can do within the clinic. And you can see a list here of all the the green check boxes of different features and advanced features that you can adjust. As I mentioned before, you can look at data logging and make adjustments based on that. You can change things like patient experience level and even within the Tools menu, you can make auto-relate type changes and change things to physical properties. What's not available currently are the features listed in red here, We plan to have our Tinnitus Sound Generator available for adjustments in a future release so look for that down the road. I also wanna mention it says firmware adjustments are not available through Live Assist but they're available. If you have those activated in the fitting software, the patient will get a notification that they can update hearing aid firmware. So if you're new to ReSound Assist, if you haven't worked with us before, what do you need? What are the things that are needed to set up? First and foremost, you need a GNOS, which is our GN Online Services account set up. And you can do that through customer care at ReSound and then they will also enable ReSound Assist for you.

So that's very easy to do. You need to update your software as I mentioned before, your fitting software so that you have ReSound Smart Fit 1.6 and then you need to have ReSound Assist Live enabled in the Smart Fit for each patient you use it with. And I'll talk about that in a moment as well. And, as mentioned, your patient needs to have the most current version of our Smart 3D app, which is version 1.7. So just some key points that are important to know, the initial fit of the hearing instruments must be completed in the clinic. So they have to be physically, not physically or wirelessly, they can be connected to your computer, but in the clinic. When you're using Live Assistance, you need to disconnect any real ear equipment when you're working remotely with it, because that can interfere with it. The Live Assistance call can only be initiated by you so you're not going to have patients calling you constantly. You're the one that initiates the call and you can do this based on an appointment that you have set up with your patient for an arranged time. So in the patient app, what they'll see

and what they need to know, just like with ReSound Assist, the app will walk them through a series of things to be prepared for the appointment and to get ready for the call. So it will tell them that they will be having a video call. To enable the feature they need to allow access to their microphone and camera. So it's going to have them agree. Okay, to access the microphone and to access the camera. If they click don't allow by mistake, there'll be other opportunities for them to fix that or to enable that later on. So the patient will go into, again, to check to make sure that their system, their phone is ready with the correct features enabled, they'll go into the My ReSound section of their app, and they'll click on Live Assistance. And here, they will see a series of images, letting them know if they have all the right steps taken in order to complete the Live Assist call with you, including is their hearing aid connected, is it powered and so forth. If any of these things have issues, they will get red Xs, for example, as you see here where there's no internet connection or no hearing aid connection. So this gives them the opportunity to fix those things that might not be necessarily giving them a go ahead for the call. So, just to look at really, I keep saying this is a very simple, seamless system to use. Here's an overview of the steps that are gone through for the call.

So on your end, you're going to plug in your webcam, if you're using an external camera, you're going to plug in your headset and if you have an external mic, you need to have Noahlink Wireless plugged in. You're connecting through their hearing aids so you need that interface for connection. So you need your Noahlink Wireless. You have to find your patient file within Noah and/or within your standalone software. You'll open ReSound Smart Fit, and then you'll simulate the Smart Launcher screen, you'll initiate the video call, the patient accepts the call. You can then connect through their hearing instruments, you'll be able to adjust any settings you need to do, save those settings and then disconnect the hearing instruments and end the Live Assistance video call. So it's really that simple. And we'll take you through some more detailed steps, showing you how that all works. One important thing to know too is you have to have

ReSound Assist activated, I've mentioned that but here's where you can find it within the Smart Fit fitting software. If you go to the ReSound Assist section of the fitting software under the Patient tab, you'll see where you have Remote Fine-Tuning, on or off and Live Assistance on or off. Those need to be on in order to be able to use the feature. And the remote hearing aid updates which we used to have along with those toggles that I just showed you, has been moved now to the advanced feature section under phone accessories. So that's how you'll find the ability to turn on those remote hearing aid updates that sometimes get pushed out to the end users. So many people ask, "How do I have this defaulted on "for all of my patients?" If you don't wanna have to go in and turn it on for each individual patient, there's a way to set up your fitting software so that you can have it turned on all the time, which we recommend actually, especially in these times where you may want to work with a patient, you might not think initially that you want to do Live Assistance with someone or you might think you'll never do it with them.

But if you have it turned down in the fitting software, you don't have to go back later on and worry about it. So you can have it for everybody if you click on Edit preferences up at the top tab of our software, and then there's a section, Remote Fine-Tuning where you can enable it and have that be the default. So back to how do we start Live Assistance, you're going to pull up this fitting software within your patient's file and you're going to click on simulate. You can also click on the last Noah session. But in this case, we're just going to click on simulate. It's going to take you to the simulation screen and what you notice here is that we weren't logged into GN online services, you need to be logged on for that to work. And that's something that you need to do every day in terms of a HIPAA Privacy Regulation. So you need to log into your GN Online Services account. And once you do that, then you will have found Assist Live available in the left hand screen of your fitting software. That's how you know you're ready to go. So you would click on Start Live Assistance when you've gotten to that time when you have agreed with your patient that you're going to call them. And this pop up will show

up, asking you to select your video and your audio device. So if you've selected those, you'll click OK. And then you'll see that the call is being initiated. And a funny side note, when I was working on the alpha trial for this I had told one of my patients it's like a FaceTime call but it's not really a FaceTime call and she answered it and put the phone right up to her ear, actually. So be prepared, you might see people putting the phone up to their ear or in some people's cases, they might think it's an actual FaceTime call if you don't explain it that it's not so. For example, when somebody disconnected, when she called me back on FaceTime, so those are just some stories or some things that might happen to you going through this. So when the patient is receiving the video call, this is what it will look like if you were the audiologist and your name was Brooke Townsend. And if the patient screen was unlocked, this is what the incoming call would look like. So they would accept the call. And then immediately, they would see you, as the audiologist, in the larger version like the FaceTime call, and then their image would be in a smaller thumbnail in the upper right. So the patient and the hearing care professional. If their phone happened to be locked, which a lot of people might be in that situation, if they haven't used it for a little while, the incoming call will look like this.

So they'll need to slide to answer. And then once they do, they need to click on either the video or the Smart 3D icon in order to have the call initiate. And if they've enabled notifications in their Smart 3D app, which I always recommend that people do, look at that little notification up at the top saying Tap to see and share video. So they can just tap on either of those icons. And then they will get the notification because their phone was locked, that they need to either use their Touch ID or their passcode or in the case of an iPhone X or later, the facial recognition. So then they'll end up at the same screen as we showed previously with the audiologist and the patient. So once they accept the video call, you're going to see their image in the fitting software on the left side in Smart Fit. You'll be able to communicate with them and your voice will actually be streaming through their hearing instruments. So it's an important thing to know that

your voice will be streaming through their hearing instruments but once you've actually connect to their hearing aids, your voice will be coming through the speaker of their phone. So there's a handoff where it goes to the speaker of the phone and then it goes back, at the very end, after you've saved everything and disconnected the hearing aids, but that's an important point to tell the patients as well that they'll be hearing through the speaker once you connect, so then you would click Connect at this point when you're ready to connect. And it looks similar to how when you're programming hearing aids in the office, you're going to get that same screen and it's going to tell you, that also, give you a notification that you should let the patient know that the process will begin for connection. And you'll see it connecting. Good to notice that the connection does take a little bit longer than when you're connecting in your office with them. And this is really dependent on your connection speed as well as your patient's. Another interesting side note from our alpha trials, we actually filled out questionnaires, all of us working in the trial about things like connection speed and the patients and although the audiologist thought the connection speed was a lot longer, the patients didn't really notice it.

So good to keep in mind that although you might think it's taking a while, they don't have anything to compare it to so they they don't necessarily think that. Once the hearing instruments are connected, you can click Continue. If you want to make their photo larger, just to have a chat with them before you make some hearing aid adjustments, you can actually click on the little box on their photo and it makes it larger, just to give you a better view if you need that. But you'll probably want to make it smaller again so that you can have access to your full fitting screen. But you can see when you move this, when you move the photo over, you can see, if you have Quattro hearing aids, you can see the charging status or how well the hearing aids have been charged, if you're getting a full charge or not, for example, with the green dots. So during the call, you're going to have different functions available in the video. You can have a chat with them. You can mute your microphone or turn off your camera and you

can also end the call. So all of these buttons are located just at the bottom of their photo that you see right there. So the Chat feature is nice for some reason, if they're having trouble hearing you through their speakerphone, you can actually initiate a chat with them. Again, if you need to mute the microphone, or turn off the video, or end the call as I mentioned. If your video, for some reason is turned off, they'll just see a black screen. So that's what they would see on their end. But as I started to mention, the chat feature is nice, if somebody's having trouble, or if they just want to message you separately from the conversation that you're having. You can basically just like text messaging, back and forth, and on the patient's end, they will get a notification which I'll show you in a moment. It will be right here. You'll see a little, the chat icon will turn red so that they know that you've sent them a message and they can click on that to actually read the message. So they're also able to mute their mic or turn off their video if they want to, or they can even end the call.

So the same functionality is available for both of you. So this is what their image might look like if they had turned off their microphone so you would not see them anymore, I'm sorry, their video. And if they've turned off their video and their mic, you can see up here that you'll get those images with red lines through them. So if you're having trouble, if you're wondering why you're not seeing them, you can check on that and then you can advise them you need to turn on your camera, you need to turn on your microphone, not hearing this again, another good way, good feature of that Tap function if there's any kind of audio or video technical difficulties. So now that we've got our patient back, we can actually begin making any kind of adjustments. And as I mentioned before, you can make adjustments to almost anything that you would want to do in the office, including adding or removing programs, which is what we're going to do in this particular example. The patient has requested a music program. So we're going to go ahead and click on that plus sign and add a music program. And once you've done that, then you're ready, made any other adjustments that you need to do, you're ready to save these settings to their hearing aids. So all of these changes are

done in real time. The patient can hear what you've done while you're talking to them, but they're not saved to the instruments permanently until you click Save. So you'll click Save and just like when you're fitting in the office, you're going to get the same screen, The current fitting is being saved, saving it to the database and to the hearing aids and to the cloud. And you'll get your status bar showing you the updates on that and the patient will get a status bar as well on their phone. So it will show them, for example, here updating 29%. And then when the Save has been completed. And again, this might take slightly longer than in the office, but not significantly. So once the session has been saved, fitting software will confirm that the fitting has been saved. You're still connected to them, and they're still hearing you through the speakerphone until actually the save. So then you should advise your patient that after the hearing aids have been, after the settings have been saved, the hearing aids will automatically reboot. So if you've programmed them with SmartStart beeps, they're going to hear those.

So that way, they'll know that their hearing aid is being rebooted. And once it's completed the reboot, they're going to hear your voice streaming through the hearing aids once again. So after the save, it will go back to the hearing aid. So good to know. And good to advise your patient of what to expect. At this point, you'll have an option to either continue the fitting, or to disconnect the hearing aid. So if you realized you want it to go back and add another program or change the game settings in the new program you've added or whatever, you can go back and do that with Continue fitting. Or, if you're ready to disconnect, you would click on that. Once you get back to this screen, you know that you've disconnected from the hearing aid. You have the option, at this point, to either connect or to go back to the simulation mode. The video call will still remain active though so you can be talking to your patient, explaining what you just did, what the next steps are, and agreeing at some point to end the call. So again, as I mentioned, you could click Connect, but otherwise, if you've agreed to end the call at this point, you can click on that red button, the red button that's in their video chat

function, and that will hang up the call. Once you do that from the patient's end, they're going to get a session-ended icon so that they'll know that the session, that the call has ended as well. On your side, what the fitting software looks like after you've ended the call, you're still in simulation mode and at this point, if you don't need to do anything else with their file, you can go ahead and close ReSound Smart Fit. So just like with our ReSound Assist Remote Fine-Tuning, there's what we call a Patient Timeline on the ReSound Assist screen within the fitting software. So again, if you click on patient and then ReSound Assist, you'll get to this page and it shows you a history of anything, any sessions that you've done, including a Remote Fine-Tuning session or a Live Assistance session. So from here, you could start another Live Assistance session if you needed to or just look back at the history, things like the questionnaire that I showed you before or the ReSound Assist that will show up here as well if you need to go back and look at anything like that.

But it's just a nice history, that's why we call it the timeline of everything that's gone on with the fitting. So really good important thing to know, with the iPhone, is that you have to recommend that the audio routing is set a certain way. And this is something that you'll recommend to the patient before you go ahead with this call that you're going to... The way you access the audio routing, you click on Accessibility, and then Hearing devices. And then you'll see a screen called audio routing. And here, the options are either Call Audio or Media Audio. If you wanna go into the Call Audio, this is where they have the options of Always Hearing Devices, Never Hearing Devices and Automatic. And some people have selected Always Hearing Devices for their Made for iPhone hearing aids. But if this is the case, it's going to give an issue with a Live Assistance call, it's going to give an error. So you need to have them set their call audio for automatic. And what automatic means is that the calls are going to go to whatever device is connected to the phone, which would be the hearing aids most of the time for them. And the reason why it needs to be an automatic is, as I have shown you, when you're doing a Live Assistance call, there's an audio handoff, back and forth

between your voice streaming to their hearing aids and your voice coming through the speaker on the phone. And that particular sequence needs to be done in order for the process to work. So if the audio routing on the phone is set to automatic, it's not a problem, it will switch back and forth seamlessly. So good to know, to make that recommendation for your patients. Some other things, like troubleshooting things, if you're unable to see the patient, as I mentioned, they may not have tapped the video or the Smart 3D icon on their phone to initiate the call. So you have to let them know to do that. And, again, this is what your screen would look like if they haven't done that. So, again, it's real. An easy solution for that is that they just need to tap the video or the Smart 3D. This is something that we saw, this would happen once in a while if the patient hadn't done that. If for any reason the Live Assistance call is disconnected and it can happen for different things, if there's somebody calls them, for example, or if there's a Wi-Fi interruption, they're going to get this message on their screen or on their phone, Something went wrong. Don't worry. Your hearing aids are fine. You need to restart them and contact your hearing care professional.

So the good thing is and part of why fitting isn't saved until the very end to the hearing instruments is in case something like this happen. So if there is a disconnection, the hearing aids won't be corrupted, you just need to go back and re-initiate that call and do the fitting again adjustments. So the patient can simply click on Close to exit the screen. So some key points that are good for you to know about ReSound Live Assist. Access to be able to use this, as I mentioned, it requires an active GN Online Services account. So if you've set one up a while ago to do ReSound Assist and didn't use it, you need to reactivate it, which is very easy to do. Just call our customer care. If you have a GN Online Services account, even if you're using it a lot for a Remote Fine-Tuning, you still need to have Live Assistance enabled in the GNOS portal by our customer care. So even if you're already using it fairly often, it's a separate feature that they need to turn on for you. So once they do this, then the Live Assistance will be visible in your Smart Fit fitting software. The toggle switch that I showed you before

located on the ReSound Assist screen that must be enabled by the hearing care professional for Live Assistance to function. And in order to enable it, you have to have the hearing aids connected to the fitting software. So this is something that you can't do remotely at this point. We're talking about, in these times, a lot of people have asked if it could be done remotely so perhaps in the future, there may be some ways to make that happen. But for now it needs to be enabled when the hearing aids are connected. The initial fitting of the hearing aids must be completed in the clinic. And as I mentioned before, all real ear equipment must be unplugged, so that it doesn't interfere with the call. Again, you're the only one who can initiate the call. And, again, the initial fitting of the hearing aids and the turning on of the Live Assistance, a lot of people are coming up with creative ways to handle this right now since patients aren't able to come into the office, people are doing curbside service which seems to be has become pretty popular so that you can go out to their car, get their hearing aids, take them into the office and connect them and turn on Live Assist and you can even, what people are doing is printing out the consent form that needs to be activated in the fitting software so that the patient can actually have a copy of that and sign that. So that's one way that you can address this during these times.

Finally, what's good to know here is that the Live Assistant settings can't be rolled back by the patient. So with our Remote Fine-Tuning, that option is available. If a patient receives a fine tuning from you and they decide, for whatever reason, that they liked the way the settings were before, they can actually roll back with ReSound Assist. That can't be done with Live Assistance since it's a totally different type of call and fitting and fine tuning. However, if they decide that they liked the way the hearing aids were before and they want their previous settings back, then all you need to do is simply just complete another Live Assistance video call. So it's just a different method of going about it, but you can go back to the previous settings if needed. So some common troubleshooting features that we've seen from people. As I mentioned, it's possible that they may lose connection depending on their Wi-Fi signal or another

scenario could be that their hearing instrument batteries died during program, the new settings are not going to be saved to the hearing instruments. And again, you don't have to worry that the hearing instruments are not gonna be corrupted because of a lost connection. I know we've all, back in the early days of wireless, people used to be scared about things like that, but this will not happen. They will not be corrupted. So some of the things to look at or to talk about with your patient if you do have a troubleshooting type issue, make sure they have a strong Wi-Fi or cell signal, make sure their smartphone is charged. That could be another cause of the connection being lost. And ask them to make sure that the hearing instruments have been charged if they're rechargeables or to use fresh batteries. Another troubleshooting issue we've seen is not having the latest version of Smart Fit or ReSound Smart 3D. They'll get an error window. You'll see that within the fitting software if you're trying to establish a call, not everything is up to date.

So make sure that your Smart Fit version is up to date and the patient's app is up to date so that they're compatible. So back to some of those factors for success that we looked at from that earlier article about adoption of tele-audiology, one of the points, if you remember, was effort expectancy, how easy is it for the patient. And a way to address this is to be able to provide clear instructions for them. So we have a ReSound Assist Live Quick Guide, which gives a lot of great advice or instructions for your patient that you can give them, in terms of even walking through the different screens that they may see. And it's hard to read, I know, on this screen, so basically what you're seeing here is some key points to remind the patient before your Live Assistant appointment so reminding them to make sure that app is downloaded, the hearing aids and the app are paired, a strong Wi-Fi connection, fresh batteries, et cetera. We recommend at least 50% battery on the mobile device, just so it doesn't die quickly from the connection. Here's also the mention of the audio routing set to automatic, since that's so important as well. It walks them through what to expect when the call comes in, what needs to be done and what they'll see. We also have lots of videos on

our website, both for audiologists and for patients in terms of training videos and user videos explaining this as well. And even videos for users on how to change their batteries, how to insert their hearing aid and things like that. So a lot of great information out there on the ReSound site. It's important to be able to manage expectations with your patients. As we know, there's going to be a technology boundary between you and the patient when you're using a system like this. So with that being said, issues are probably going to arise especially with maybe some of your elderly patients who aren't as savvy with technology, though some are. My 92-year-old father, we've got him using FaceTime during all of this. But it's important to establish a good second hand connection system in case you need to contact them beyond Live Assistance.

So whether it's text messaging with them or an email or a regular phone call, talk to your patient about that and maybe set that up first, just so that you have another way to communicate if for some reason they have some type of issue when you're trying to connect to adjust their hearing aids. So it's just a good idea to let them know in advance that if you do have some type of problem, you're going to call them back either with the Live Assistance call, or call them back on a regular call just so they know what to expect and they don't get frustrated with technology problems. So some of the highlights, just to summarize here and wrap things up about the system or systems that we have between our ReSound Live Assistance and ReSound Assists, we really are able to offer a full range of hearing aid adjustment options that are going to be able to accommodate the needs of nearly all of your patients. So, it doesn't matter what type of phone they're using, they'll be able to use either one of the two systems and make any adjustments that are needed. The ReSound Smart 3D app paired to the hearing aids is really, really pretty much the only requirement for the patient. That's the only thing they have to do on their end. It's very simple and easy for them to use. The benefit of this obviously, it's an ease of use for, mainly for the patient but also for you and that you're not having to walk them through multiple steps in order to get this

system working for them. The future of full range of adjustments available. As I mentioned, we offer a full range of hearing aid adjustment options, even including things like DFS calibration, and in-situ audiometry, if you need to complete that. The asynchronous solution also allows for nearly all the finetuning, full fine-tuning capabilities that you might need and it doesn't require them to have to have a broadband internet access. So the fact that that system is, I like to compare it to like a text message back and forth, can be done at a time that's convenient for both. Another highlight that I think that our system has is that it's compatible with our current and previous generation products. So as mentioned, any wireless models of Quattro, Enzo Q, LiNX 3D and Enzo 3D can work with either of these systems. And finally, we have all-in-one fitting, all-in-one functionality within the fitting software. So as I showed you in the timeline, you're able to see a patient's past fine-tuning requests, any of their comments and even their ratings. So after they've completed a ReSound Assist asynchronous fitting, they get a rating questionnaire sent to them, where they're able to rate the fitting, and you can see if they're satisfied or not and why. And that's all displayed within the Smart Fit Fitting Software. So all in one place within that patient timeline for you. So again, encompassing all the needs that you might be, that your patients might have at this time.

So with that, I'd like to say thank you and leave things open now for any questions if anybody has them. There's some questions coming in. One is is AutoREM something that can be adjusted through Live Assistance. No, not at this time. AutoREM is not something available at this time. We would still recommend completing that in the office. Question. Can you connect a previous session? Yes, you can. You can just go back into whatever Noah session you want to adjust and click on that and be able to connect that. Another question coming in is will there be a recorded version of this training soon? Yes, I believe that we're being recorded right now. So if you want to go back and follow the recorded session, you can. We also have many training videos available on the ReSound site, as well as Audiology Online, I think. I believe there have

been other courses on this Live Assistance as well. And there will be more. Another question coming in. What happens if the connection is lost during the Live Assistance session? The changes that you've made, will not be saved to the hearing instruments if the connection is lost in the middle of the session, and the hearing instruments will not be corrupted, so you just need to reinitiate the call and let the patient know you'll be calling them back. Reinitiate the call and continue with your session. Good question someone asked. You mentioned that a firmware update cannot be done with Live Assist. Yeah, while you're on that Live Assistance call, you can't do a firmware update, but the patient can still update the firmware remotely. If you have that active in the software, will get that notification in their app whenever we push out firmware updates. It comes through just like a Remote Fine-Tuning package would. So they get a notification. And then it walks them through the instructions to upload the new settings to their hearing aids. So that's still available. It's just not done live. A question about Android. When Live Assistance does become available for Android, will it be for all Android phones are only those that are currently listed as compatible for the Smart 3D app? Whenever that does come out, it will be for the phones that work with our app, because the app is needed in order to complete the Live Assist session but who knows, by then, I'm sure there'll be more phones that are compatible. There's a question, why do some patients get kicked off of a ReSound Assist when they were previously activated? I haven't heard of that issue. But I would imagine it has something to do with the compatibility of the their app version. And again, we always recommend that people stay up to date with the latest version. And if you have the latest version of your software, then everything should work in that regard. Any more questions? These are all great questions, and thanks for paying attention, everyone. All right then. I'd like to say thank you all for attending and have a nice day.