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ReSound Smart Fit: ReSound Assist Remote Fine-Tuning and Live Assistance Recorded May 27, 2020

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-[April] Good morning, thanks so much for joining us today. And welcome to our training ReSound Smart Fit: ReSound Assist Remote Fine-Tuning and Live Assistance. That's a mouthful. Today, we're focusing on our remote programming options that include our new addition, ReSound Assist Live. So, there is a lot of information in today's course and I will be the first to acknowledge that but there is a PDF of the handout in your course materials today so you'll have access to this information if there's anything you want to go back and review. But my name is April Burdett and I am a field training audiologist for ReSound in Texas, New Mexico, and Arizona. And with me today I have Valerie Kedem, who is our field training audiologist based in Florida and I'm just going to share my screen real quick here. We will pop over to this presentation. Okay, so our goal for today is really to be able to describe the resources that ReSound offers to connect patients remotely, to understand the steps to set up a GN Online Services account, to navigate the flow of a remote fine-tuning session and to navigate the flow of a live assistance session. So hopefully, you'll be able to do those things by the end of the course today.

So when we launched LiNX 3D, we spoke about the ecosystem and how the cornerstone of an ecosystem is a hearing device with excellent sound quality with superior noise reduction and directionality. And with Quattro, we expanded those features with a new chip set, and that included increased high frequency bandwidth and increased input dynamic range and impulse noise reduction. So that ecosystem also includes our sixth generation of 2.4 gigahertz connectivity. And with that, we're on our fourth generation of made for Apple and our first generation of audio streaming to Android devices. And that, in combination with access to personalization through apps and accessories really rounds out our ecosystem. And then we have the addition of the rechargeable lithium ion receiver in the ear hearing aid and that can last 30 hours on a full charge or 24 hours with 50% streaming, which is the highest in the industry. And that was a great addition to our ecosystem. With the LiNX 3D, though, taking a step

back to a previous product, we launched remote fine-tuning, and that remains a strong part of our ecosystem today. But in March, we released the next step in remote program capabilities with ReSound Assist Live and that's going to be our focus today, and I will say that you'll get the benefit. We had an update to ReSound Assist Live last week that changes the way you can access it. So this is the first course where we're actually talking about the new change that we're quite excited about. So currently, ReSound Assist is made up of live assistance or the ability to connect with your patient remotely in real-time to make programming adjustments, remote fine-tuning, which is our asynchronous programming feature and then remote hearing aid updates. Okay, so where can we see if these features are turned on? If you click on Patient in the red ribbon and ReSound Assist in the white ribbon, you'll see these toggles for remote fine-tuning and live assistance in the top right of your screen, and they must be turned on in order to access these remote programming features. And then consents have to be agreed to by the patient in order to use the services.

Now, the good news here is if you've previously had the hearing aids turned on for remote fine-tuning, and the consents have previously been signed, you only need to turn on live assistance, and it will be available to start using immediately. So also, if you recall, we have the ability to turn on remote hearing aid updates, and that used to be right here in this section as well. But we've relocated it and you can access it by going to fitting in the red ribbon and advanced features in the white ribbon. And if you scroll down, you'll see remote hearing aid update under phone accessories here. I really like this feature because often, when a patient comes in for a quick visit and I see that a firmware update is available, I really wanna complete it, so that they have the most current features in their hearing aid. But if there's three people in the waiting room, I don't always have that extra time, so this feature allows the patient to update through the app so they are always up-to-date. So we do recommend that in the first fit, you turn these features on for everyone, even if you don't plan on using them because you never know when they might come in handy. If you would have told me I'd be working

out of my home office for this long, I probably wouldn't have believed you. But if you would like remote fine-tuning and live assist to default on for every patient, that can easily be set up by going to edit in the black ribbon and preferences. And in the lower right hand corner of the pop up screen, you can select yes and on as your default preferences. So what if you didn't turn this on in a previous fitting? Well, this is the update that we're excited about. Because of a recent update, it can now be turned on after the first fit just by toggling the feature on and we'll talk more about that in a few minutes. But remote activation is only available for Apple users at this time. So the first step to using ReSound Assist is to set up a GN Online Services account. And if you have a ReSound pro account, this is something that's separate from that online ordering account. The GN Online Services account is a portal that's used to connect you and your patients and safeguard that HIPAA protected information that's shared back and forth. So this account is a crucial first step in using our remote programming features.

Okay, so let's dive in. It's important to note that ReSound Assist is not intended to replace a first fitting, there are definitely important components to an in-person first fitting. That said, I'll definitely acknowledge that right now, we're in a different world with social distancing and many shelter in place orders out there. We've been looking at creative ways to ensure that our patients are receiving the services that they need. And in the wake of COVID-19, telehealth regulations have really been relaxed or enhanced in many states. So my one recommendation to you in this course is go to your state licensing board for more clarification on what you're allowed to do remotely, what you can build for remotely, and know that right now, that's kind of a moving target. We're seeing a lot of changes happen very quickly so that patients can get access to the services that they need. So let's just take a quick look at the process for remote hearing aid updates. We're not gonna spend a whole lot of time on on that, but it's really very simple for the patient to complete, and generally, it takes about five minutes per hearing aid. So how will the patient know that an update is available?

When an update is released, if remote hearing aid updates are turned on, the patient will see an exclamation point in the My ReSound icon, and then next, they'll see an exclamation point next to hearing aid software updates, then Install Update, and then a few pages of instructions will follow and the patient needs to stay in the app during installation, and then they'll tap Continue. So during the installation, the patient should not attempt to uninstall the app, and it also lets them know that if an error occurs, they may need to return to their provider. They'll tap accept, and then the patient is instructed to take off their left hearing aid and place it next to their phone. They'll tap Install, they'll see a progress bar while it updates. The same process then occurs for their right hearing aid. They'll tap Install for the right once the hearing aid is placed next to the phone. And when the installation is complete, they'll see a green check, and then they can tap Close, and that's all there is to it. It's a very easy process. It really takes about five minutes per hearing aid to do the update, depending on the speed of the Wi-Fi connection, but it ensures that the patient always has the most current update available.

So when little things come out, say, Apple updates their iOS and we need to make a change to the firmware of the hearing aid to make it function better, that firmware update is going to allow for that and not having to worry about it and knowing that the patient can take that on can be really helpful with patients that have the ability to, to take that on for themselves. Okay, so let's take a moment to touch on remote fine-tuning, which is the feature that was originally released with the LiNX 3D and how that works because it's definitely still a component of ReSound Assist, and in some cases, it may still be a great option for you and your patient. So ReSound Assist, and more specifically, remote fine-tuning creates a relationship between you and your patient that moves back and forth through the GN cloud. It's HIPAA-protected relationship between you and your patient, and you can think of ReSound really is the storage facility for the information that you send back and forth. So remote tuning is asynchronous, and that just means you don't have to be face-to-face with the patient

to use this feature. It can be initiated by the patient in their Smart 3D app by submitting a request. The app will lead the patient through a series of questions that will provide you, the provider, with more information about what they need. You'll receive the request and then at your convenience, you can make programming changes and send them back to the patient, who then downloads the changes into their hearing aids and through their Smart 3D app. It can be used with all technology levels of Quattro, Enzo Q, LiNX 3D, and Enzo 3D wireless models, and it's all done through the Smart 3D app. So this is a great feature. It's still available for Apple and Android users with a compatible hearing aid in the Smart 3D app. And really, this feature was intended to make you more efficient.

For that Two Minute change that you have to put on your calendar for a 30-minute appointment, the patient can really make a change in their environment, request it from you, and then you can update it and send it back at your convenience and really only take two minutes to make that change. So it does free up some time in your schedule and that's really the intent of that service. So, let's start with our patient, Gordon. He has found that lately, things don't seem clear to him. He's also really struggling with wind noise. So he takes out his Smart 3D app to make some adjustments, and in sound enhancer, he boosts the mid and the high frequencies, and then he increases wind noise reduction to mild and he really likes the way this sounds. So he decides that he's going to request a change from his provider. So to start the process, he taps on My ReSound, and then on this screen, he's going to request assistance, request assistance with hearing aid settings. So it's really simple. You're just gonna walk through the prompts as you go. Before he starts, three questions are going to pop up. Has your hearing changed? Is your hearing aid broken or clogged with wax or debris? And is there a problem with the fit of the hearing aids in your ears? And if he says yes to any of those, the next message is going to say, "This is not an appropriate visit for remote fine-tuning. Please reach out to your provider and set up an in-person visit." But in this case, none of those apply. So he said no, he's gonna say next. When is the

problem occurring? So for Gordon, it's occurring all the time. He's having trouble with clarity in every situation. So he'll say all the time and then click Next. And then it asks him to define the problem. So you have a list here of different things. You also have other in case it doesn't fall into any of those categories, but for Gordon, things are muffled and unclear. So he'll select muffled and unclear and then he's going to click Next. And then how severe is the problem? Is it slightly annoying? Is it annoying? Or is the hearing aid just completely unusable? So in this case, for Gordon, it's annoying, so he'll tap on annoying, it's in both of his ears, and it's happening in the all around program. And it's really important to, when you get this package and you open it, to check which program they are, or having the issue in to make sure that you're making the adjustment in the correct program. And then he's gonna have an opportunity to type a little message here to you. The message box is fantastic, it can be really helpful, but you'll get everything from a blank box to an engineer that gives you very clear and concise information about everything that he's experiencing.

But it is a great opportunity for the patient to give you some more information. So once they fill that out, they can hit Send Request, and then they'll get a green check mark saying, "Thank you for your request." And there's a little message down here at the bottom and that message can actually be personalized in your GN Online Services account, and I highly recommend that you go in and customize that. The patient is using an app to send you a message so receiving a generic message, they don't know if you got it, they don't know when you'll respond. And this is a great opportunity to say, "Thank you for sending your request. "Our office deals with these on Wednesday afternoons "or we'll get back to you within two business days." So it really helps to set expectations for the patient and they know on a Saturday afternoon, if they've sent this request not to expect you to respond to it, not to expect you to respond to it that day. Okay, so patient has sent the request, Gordon has sent that off to you, so now the ball's in your court. But how do you know that you have a request? When you set up your GN Online Services account, the email that you use to set it up can also be

selected to receive notification emails. So this is one way to get a notification through your email. The second way is on your taskbar, and there's a small orange cloud. If you have a notification, there's gonna be a little number in that cloud. So when you click on that, you can open it, see who the request is from, and then you'll open your Smart Fit software, and you can go in and view it. So we're in the software, the first step is going to be to log into your GN Online Services account. And after 24 hours, you're automatically logged out, and this is a HIPAA precaution, so you wanna keep that password handy. But up here, you'll notice we're not logged in. Once you're logged in, you'll see your name there. So we're gonna go ahead and enter our username and our password and sign in. And then once you're signed in, there you are, your name's right up there in the corner. And then if you go to Patient in the red ribbon and ReSound Assist in the white ribbon, you can see your toggle switches up here and you'll notice that both toggles are on and we can see the remote programming history in our list here, and our new request is listed here in bold.

So if you click the new request, you're gonna see an actions drop down, and here, you have the option to start a fine-tuning session. So you'll just click here and it will launch the programming session. And then once you launch that session, you'll notice a few new items in your programming software. So first, up here in the top left hand corner, you have a new option, Assist Questionnaire. And if you click on this, it launches the questionnaire that your patient completed in the app, so you'll be able to see the information that they sent over. You'll also, down here in the bottom corner, notice that you have the option to turn on the app settings. So this allows you to see the game changes in green and the feature changes in gray. So we would go ahead and turn this on so you can see the changes that the patient made and then you can match those changes so you're not guessing about what Gordon did in the app. So here, you can easily see the the changes that the patient made in the app, and you can make those gain adjustments to match those changes as well as adjust the wind guard to match the changes that he made. So you'll see red and blue for the dots where it was and

gray to where Gordon changed the settings. I will say that if I got this from a patient, I would probably call the patient and say, "Hey, what's going on?" "'Cause that's a pretty big change, "but I wanted you to be able to see it pretty clearly." So green is what Gordon changed it to. The red line here is what it was at. So you would just make your gain adjustments to match. You would click on mild and then move on to the next screen. So once the changes have been saved, you can click Send Settings, and the programming package will be sent to the patient through the Smart 3D app. You have the chance to send a personalized message to the patient before sending the file. And again, I highly recommend that you type something in here. In this case, "Try these changes out and see how they sound. "If you have any difficulty, please call my office "and we can set up an in-person appointment." So once you click Send Settings, you'll see a green check mark with a notification that settings have been successfully sent to the patient. And, as with most apps, the Smart 3D app has numerous notification options that the patient can choose from to be alerted of the receipt of a remote fine-tuning package.

Pardon me, but patients can visit settings, notification, Smart 3D to make changes to the app notifications, but notifications also occur within the Smart 3D app. So when a patient receives a remote fine-tuning package, a badge appears on the My ReSound icon, they can tap that, and then they'll have an exclamation point there by My requests and new settings. And then they'll be able to install that package, so it really walks the patient through very easily. Once they click Install, they'll have the option to continue and they'll see your message that you sent through the software. They'll get instructions, take off the hearing aid, place them next to the device, make sure the hearing aids are on and charged. Stay in the app while it's installing. And then they'll get a progress bar that lets them know how far along they are in that update. And then once it's complete, they'll get a green check box that lets them know that the install was successful. And that's all there is to remote fine-tuning. So it's a little bit of a back and forth. The one thing I will say is that if you do a remote fine-tuning session with

your patient, because it is back and forth, the patient does have the option to undo an install. So if they install it, and a few days later, Gordon says, "Oh, wow, you know, I made these changes "and I asked my provider to make them permanent, "and this is not what I thought it was gonna be." They can uninstall that, and you'll see that in the software and your running history of those remote fine-tuning sessions. So that is something that can be undone by the patient. So let's talk about live assistance and how you can utilize this for your patient and this is our newest feature. So you can think about live assistance like a FaceTime call with your patient. You initiate the call, the patient can answer on their iPhone and then you can connect to their hearing aids remotely through the app. And you can make almost any adjustment and we'll go through a list of things that you can and can't do here in a few slides. And again, you've got that PowerPoint so you'll have the lists that we talked about through this process. So once those changes are made, you can save the changes to their hearing aids. And that's all there is to it.

From a programming standpoint, it's really not much different than having the patient in the office, except that you're seeing them through video instead of seated next to you while you make those adjustments. So here's a list of PC requirements, and it's available in the PDF as part of the course materials. So the most important thing here is that a camera and a microphone are required. And if you use a laptop with a built-in camera, that's really an easy way to get started. If you don't have have a camera and a microphone available on your programming computer, we do have a webcam recommendation and it's the camera that we used in our beta trials. I will say that when all of this happened with the pandemic and everybody working from home, everyone immediately purchased every webcam in existence. So the one that we recommend I know was on a huge back order but Valerie has that information and I'm sure she'll type it in the chat box for you, so you'll have that information if that's one that you would like to purchase but if not, any webcam will get you started and a laptop with a built in camera is definitely a great option. So live assistance is available for all of our

LiNX Quattro, Enzo Q, LiNX 3D, and Enzo 3D hearing aids and all technology levels and you need a minimum of Smart Fit 1.6 and a minimum of the Smart 3D app version 1.7.0. I will say that to activate this feature remotely, the version of the app needs to be 1.7.6 or higher. So this feature is compatible with iPhone only at this time, so you do need an iPhone 5S or newer, and at least iOS 12, And we recommend that the patient is connected to Wi-Fi or that they have an unlimited data plan because it is a video call and it takes quite a bit of data. So here are your cans and can'ts in terms of programming. You can do almost anything that you can do in the clinic to make programming adjustments, including calibration, but I would caution you to make sure the patient understands they need a very quiet background if you choose to run this remotely and I just want to point out firmware updates in the can't list, can be done by the patient through the app, and if it's turned on, an accessory pairing can also be done outside the software.

So there are definitely some other options for your patients on a few of these unavailable items. I also wanna note that tinnitus sound generator, TSG adjustments previously had been unavailable, and with this last update, they are now available in live assistance so you can make changes to the tinnitus sound generator. And we also have the ability to do in-situ testing. So this has definitely opened up some options for at-home service and we've got some tools and information on that as well if you go to our ReSound Pro website. So let's say that you are new to ReSound Assist, what do you need to do to get set up. So first you need a GN Online Services account. And you can request one by going to GNOnlineServices.com or you can call your customer care rep to get registered. I recommend calling your customer care rep because if there are any issues with your account, they can get that resolved. And as an example, say, you had somebody that worked in your office three years ago, and they set up a GN Online Services account, but now they're no longer in the office, there's already an account set up so that just needs to be transferred over to you and those kinds of things don't get caught immediately when you register online, but if you're talking to a customer

care rep, they can pull up your account, they'll look, they'll be able to tell you exactly what's going on, and then get everything set up for you. Number two, the second thing you need to do is if you already have a GN Online Services account, you just wanna reach out to your customer care rep and make sure that the live assistance component is activated on your account. If you've never used remote programming, it may not have rolled over automatically, so that call to the customer care rep can be twofold, set up your account or make sure that live assist is activated. You will need to update to Smart Fit 1.6 software. ReSound Assist Live needs to be enabled in Smart Fit and that's just that toggle switch turned on. And then your patient needs the most current version of the Smart 3D app and our most current version right now is 1.7.6. So as long as they have at least 1.7.0, they can use the service. 1.7.6 allows for remote activation. So a couple things that are important to note. If you have any real ear equipment connected to the programming computer, it does need to be disconnected before you initiate the call, and this truly is a physical connection thing. If it's plugged into a port in your computer, it needs to be unplugged before the call will go through. And then live assistance and this is probably the most important, can only be initiated by the provider. So a patient can't call into your programming software and let you know that they want to change, this would be set up just like a normal appointment, and you would call the patient's phone and do a telehealth visit.

So we've talked a lot about what you need to do to prepare for using these services. But on the other side of this, let's take a look at what the patient needs to know. And I'd also like to point out that in today's course materials, we do have a patient guide to using live assistance that you can provide to your customer. After the app is updated, the patient is going to see a pop up that lets them know that they have this new feature and asks if they will grant access to the microphone and the camera. They should Tap Yes to this and then okay to use the microphone and okay to use the camera. If they choose no on this screen, don't worry, they'll have a chance to fix it later when they do the pre-check before the call. So before the call, we do recommend that the patient

goes to My ReSound in their app, and then taps on Live Assistance. And this is going to run a check to make sure that everything is good to go before the live assistance visit. So if they have all green checked, they're ready for the visit. This is also where you'll see a red X by anything that's not working, and they'll have a chance to repair that before the call. So as an example, down here, where we see microphone and camera, if they said no on the previous screen, the microphone would be x and the camera would be x, but these boxes are actually clickable, so you could click on microphone and it's just gonna take you right back to this screen so that they have another opportunity to say yes and accept to use for the camera and the microphone. The other thing I wanna say here is that this preparation for the live call, a great time to do this, and then I would still have the patient do it right before the call to make sure nothing's changed. But when you call them to schedule the appointment or when your front office staff calls them to schedule the appointment, it's a good practice to just say, "Hey, Miss Smith, we've scheduled you "for Tuesday at three o'clock. "Could you just go into your app "and click on Live Assistance and tell me, "do you see all green check marks in that screen?" And if they do, they're good to go.

And if not, then it's a good chance for you to troubleshoot and try to figure out what might not be connected and I will tell you, in most cases, you're gonna get green check marks every time. So it really is quite an easy process once you have everything in place. So truly, this is just the flow of what you're looking at. You wanna make sure that the webcam is connected, that is a requirement to use it. You also need to make sure that the Noahlink wireless is plugged in because you are using your programmer to gain that connection. You wanna locate the patient file, you're gonna open your Smart Fit software, you'll simulate a session in the software, you'll initiate the call to the patient, connect to their hearing aid, you'll make your adjustments just like you normally would, you'll save the adjustments, you'll disconnect, and then you'll end the call. So 90% of that flow is very familiar to you. It's the software as you normally use it. So let's take a look at what that looks like in the software. You've opened the session

for your patient, and you're just going to simulate a fitting down here in the bottom right hand corner. And once you're in the patient file, you'll want to make sure that you're logged in to your GN Online Services account. So you'll notice that before you're logged in, over here on the left, everything looks like it normally does in the software, there's there's no new options there, so just keep an eye on that as we log in, so we'll sign into our account. And now you'll notice that over here on the left, we have Start Live Assistance. So if we click on that, we can get started with our call. If you have more than one microphone or camera, if you're a fortunate person that had lots of microphones and cameras before they were all purchased, you'll get a pop up asking you to choose which one you'd like to use for the call, so you'll just click the microphone and the camera that you want to use and click OK. And now you'll see the call getting connected over here on the left sidebar. And then from the patient perspective, once you initiate the call, if the phone is unlocked, they're going to see this screen and they can just accept the call and it goes straight to video, and they'll see you, the provider, on the big screen and then they'll see themselves up in the top box, so it truly is just like a FaceTime call.

If their phone is locked, there's a couple more steps just like accepting a call if your phone is locked, so they don't have to be in the app to to get connected. If their phone is locked, it's setting over on the nightstand, you call, they're going to have the option to slide to answer, they'll come to the traditional landing screen on the phone and if they don't select anything there, they'll get a pop up asking them to share video. They can either click on the pop up or they can click video Smart 3D. And that's going to get them connected and they'll be asked to unlock their phone and then the video will be visible. So, you'll notice in the software that you can now see the patient in the box on the left sidebar, and up here in the top corner, just a side note, you can click... Oh, actually, we're not quite there yet. So you can click on Connect here and that's going to get you connected to the patient. And then this should look familiar, two hearing aids were identified. You will notice that our program over here on the side is WebLink.

So we are using the the Noahlink to get connected but because we're doing it through the patient's phone, you'll see WebLink is the the program or when you have a visit like this. So when you click Connect, to connect to the patient's hearing aids, up until now the patient was hearing you through their hearing aids. But once you select Connect, you're going to switch to the speaker of the patient's phone. And I would recommend letting them know that your voice will move from their hearing aid to the speakerphone once you're connected to the hearing aids so that they can anticipate that move. So as you move through the next steps in the process, it looks just like the fitting process when the patient's hearing aids are connected in the office. So you'll just click Continue in the lower right hand corner of the screen. You'll see the hearing aids are connecting. Once they're connected, you'll have all green check marks and you can click Continue. And just note that if you click on this box up in the top hand corner, you can undock the video, so you can have a bigger view. And I like this option so you can chat with the patient, it feels a little bit more personal to me.

You can also see yourself which may be good or bad. I find that I'm distracted when I see my face in the screen, but while I'm performing the programming, I really prefer to have that video box docked in the left hand screen so it's out of the way, and you can just click on the X right up here in the top hand corner to relocate it back to the sidebar. So along the bottom of the video chat box, you have the ability to initiate chat, mute your microphone, turn off your video, or hang up, and if you mute the patient can't hear you and they don't get an indicator that you've muted your microphone. But if you turn off your video, the patient will only see a black screen where your image was. So the live assist chat function allows you and the patient to communicate without audio. So if you click the chat icon in the lower left corner of the patient image, a chat window pops up under the video box, so you can type a message and send it to the patient. The patient is going to see a red circle surrounding the chat icon located in the lower left hand corner of their phone screen. So the chat line drawing is also gonna change to red, so the patient knows that they have a chat message and they can tap

on that icon to open the chat window and continue that chat conversation. And chat can be initiated by the provider, but it can also be initiated by the patient, and this can be a useful tool. If you're having trouble, if you've switched to speakerphone and the patient's not hearing you very well through the speakerphone on their phone, chat can be a way to clear up any conversation, confusion, or make sure that everybody's on the same page. So I think that's a really great tool, but the patient has similar options that are located at the bottom of their phone screen. They can start a chat, they can mute, they can turn off the video camera, and they can hang up the call. Now, the good news is if they mute or if they turn off their microphone, up here in the top left hand corner of your software, you see an indicator that will let you know that the patient has muted their microphone or turned off their video. So now we're in the software, we're connected to the patient's hearing aids and our patient today is asking for a music program to be added. So we're just going to click the plus icon here and add a program, and we'll select music from the drop down menu, and then you'll see that we've added a music program. And this is one of the things that's really nice about using remote assistance.

So the patient was struggling to hear her piano, she didn't feel like it sounded quite right, and because the patient is at home right now sitting at her piano, she's able to test it immediately. And it sounds great, so that's something we could never do in the office. Could you bring your piano in when we make our programming changes? No, that's not realistic, but in this scenario, she can sit down and get immediate feedback so we know if it sounds good or if we need to continue making changes. So in this case, everything sounds great, so now we're going to save our settings. You'll see here that it's saving to the database and then the hearing aids, and you'll also see a progress bar down here on your screen that lets you know how far along you are in the process. And then the patient is going to see at the bottom of their phone screen a progress bar, and then a green circle with a check mark, letting them know that it was successfully saved to their hearing aids. So once that session has been successfully

saved, you'll see all green check marks here and then you'll have a chance to either continue fitting or disconnect the hearing aids. And in this case, we're going to select disconnect. We've done everything that we needed to do. So you'll want to instruct your patient that the hearing instruments are going to be disconnected. And then they're automatically going to reboot and so the patient will hear the activation beeps if they're enabled, and then once you disconnect, the hearing aids will still be connected. Well, once you disconnect to the hearing aids, the patient will still be connected to the video call so you can still continue talking to them. But after the hearing aids are rebooted, the patient is going to hear your voice streaming back through the hearing aids again. So just a recap there, you'll stream to the hearing aids until they're connected to the software. Once they're connected to the software, they pop up in the patient's speakerphone. And then after you save and disconnect, hearing aids reboot, and the voice goes back to the hearing aids so the patient will hear you in their ears again.

Once you disconnect, you'll see the connected devices window. And at this point, you can either reconnect, if the patient says, "Oh wait, "I wanted to add a volume control," you can very easily get back in there and do that. So you could just click Connect and then reconnect to them here. But if you're done with your programming, and you just wanna continue the call, you can click on Simulate, and you can wrap things up with your patient before hanging up. So once you choose simulate, you'll return to your fitting screen, but you'll notice here in the left sidebar that the hearing aids are not connected. So you'll have an opportunity here to reconnect if you need to by selecting Connect or you can click the red button here to end the call. And once you've ended the call, the patient will see that the session has ended and can close out by selecting Close at the bottom of the screen. So once the call has ended on your side, you can definitely close out of Smart Fit, you're done, but there's one thing that I do wanna point out. If you go to Patient in the red ribbon and ReSound Assist in the white ribbon, similar to that remote fine-tuning screen that we looked at, you'll see the patient

timeline on the ReSound Assist screen and it displays the logged live assistance calls. So if you need to adjust settings after the video call has ended, if you hang up and say, "Oh, wait," there was one other thing that she asked for and we didn't address it, you'll see here under Actions, you have the option to start an assist fine-tuning session, and you can click here to start another call. So throughout this whole process, there are lots of opportunities to get reconnected once you've disconnected that call. So one thing that's important to know is that we recommend audio routing on the patient's phone should be set to automatic. There are times that the patient only wants information to stream to the hearing aids or never wants information to stream to the hearing aids, and so they've adjusted the settings. Automatic is the default, but you definitely want it at automatic before you do a live assistance call. And you can access audio routing by going to Accessibility and then Hearing Devices, Audio Routing, Call Audio, and then you'll select automatic here. And the important thing here is if the patient has always hearing aid selected, it could cause a connection error for the live assistance call because remember, we're starting in the hearing aids, but then we're moving to the speakerphone, and so the phone has to allow that transition to occur. So once a live assistance call is accepted by the patient, it may be possible for you to hear the patient but not see the patient.

So you'll notice up here, well, you'll notice here we have no video but you'll also notice here, we also don't have a little symbol saying that video has been turned off. And the reason that that would happen is because the patient didn't tap video or Smart 3D when they started the call, so they never got fully connected to the remote assistance visit. So you'll just remind them that they need to tap either the video or the Smart 3D icon, and that will complete the connection for the call. So the other thing, the other troubleshooting thing you might see is if the live assistance call is disconnected while the hearing instruments were connected to ReSound Smart Fit, the patient is going to get this notification saying, something went wrong, don't worry. The hearing instruments are okay, and then to exit this window, they just tap Close. I will say, to

satisfy my own curiosity, when this all came out, I wanted to see what would happen if a phone call came in during a remote assist live call. And what happens is the patient will receive a notification that a call is coming in and they have the opportunity to either accept or reject that call. And if they reject it, the session goes on normally, if they accept the call, they're going to see this message and then you'll see a similar message on your side. In this next screen, I'm gonna do this a little bit out of order, but if the patient loses connection or the hearing instrument batteries die during the programming, or somebody calls during the video connection, the new settings will not be saved to the hearing instrument, so nothing is saved until you click Save in the software. And the reason for that is that we don't want the hearing aids to be corrupted because of the lost connection, so you're not gonna have half a programming session saved so it's either completely saved or it's not saved at all, which I think helps us to know how to navigate the programming of the hearing aid. So if this does happen, it's possible that the patient doesn't have a good Wi-Fi connection or cellular signal. You wanna make sure that the batteries and the phone are charged and you also wanna make sure that the hearing aid batteries are charged or fresh for the patient. And so then we're gonna jump back up to this other bullet point.

Live assistance settings cannot be rolled back by the patient, so if you remember, when we talked about remote fine-tuning, because that's a back and forth programming session, the patient can undo something if they don't like the way it sounds. So, if the settings need to be returned to a previous setting or changed in any way with live assist, you must complete another live assistance video call or an in-person programming session. These programming changes are gonna be no different than a programming session in the office in that regard. And then lastly, if ReSound Smart Fit and ReSound Smart 3D are not updated to the most recent versions, live assistance might display an error window when you're trying to establish the call. So just be sure that ReSound Smart Fit is updated to version 1.6 and that the patient updates his or her ReSound Smart 3D app and has at least version 1.7.0, but

recommended obviously 1.7.6, the most current version. Although, troubleshooting suggestions are always good to know when we're working with technology, during our live assistance pilot, the feature was really simple and easy for hearing care professionals to use. So these are all good to know troubleshooting features, but it really is a very simple process. Okay, so now we're going to switch gears a little bit. I'm gonna pull up this video and we're just gonna walk through what this looks like live, so you can see the whole process from the patient's perspective and your perspective. So we're gonna select our patient and then we're gonna open their mobile recent Smart Fit programming session. And this also gives you an idea of timing. Some of these components take a little bit longer because we're doing it remotely, but we're talking the addition of 20 or 30 seconds. So the first thing we're gonna do is make sure we're logged into GN online services, we're not, we don't see any live assist over here on the left, so we're gonna go ahead and get logged in. And again, this stays logged in for 24 hours so you do have to reconnect every day. And we just recommend you get in the software, the first time that you go ahead and log in.

So now we'll see that we're logged in, we have start live assistance as an option. We're gonna go to patient and ReSound Assist, and you'll see that our toggle switches are on. I do wanna point out that if live assist is off, this is great grayed out over here on the left. So make sure that both toggles are on, and you have a red box there, and I'm just gonna adjust my screen size here, so that you can see the cell phone, we're gonna mirror the patient's cell phone, and we're starting our live assistance call, and you'll see yourself for just a minute in that box. And then once everything gets connected, the patient will see you, and you will see the patient in the software. So we've got the call connected, we're gonna go ahead and get connected to the hearing aids. This is where I'm gonna tell the patient, "Hey, you're hearing me now through your hearing aids "but it's gonna switch to your speakerphone "as soon as we connect to the hearing aids." We've found two instruments. We are connected, you'll see the programmer is the WebLink. We're gonna go ahead and say Continue here. And now

we're getting connected, and this is where I say, "It takes a little bit longer than it does "if you're there in the office." Every second counts to me and I'm working on patience, but this really doesn't take long at all. And this, this side getting connected, and then on the backside saving are probably the two things that take the longest. And you'll see now that we're connected, we've got all our green check marks. We're gonna go ahead and hit Continue down in the bottom right. And now we're in our programming software. We're gonna make just a mid-frequency adjustment, let's say, 1,000 to 3,000, and we're gonna make a three dB adjustment for the patient. And so we've made that change, and now we've also got this acoustic phone program. He doesn't really use it, he doesn't know what it's for, he streams his calls, so we're gonna go ahead and remove that program.

So we're just gonna click on the little carat next to acoustic phone, and we're going to remove this program. And once that's deleted, we're gonna add a program for him. He's been spending a lot of time golfing and he wants to know if there's something he can use outside that's really gonna help with the wind noise, so we'll add that outdoor program for him to test out. And those are all the changes that we're gonna make today, so we'll go ahead and hit Save down in the bottom corner. Saving to the database, saving to the instrument, and saving to the instrument is really the longest part of this whole process. I've really gotten into the habit, the patient gets a status bar that tells them the percentage and how far along we are, so I like asking them, "Hey, how far along in the process are we?" And they can tell me, "Oh, it's at 30% right now." So I kind of have an idea of how quickly things are moving because some of that's gonna be related to the Wi-Fi connection, but this is truly the longest part of the process. But the other thing that's nice that we actually haven't mentioned, as you can see, the patient there in that video box, so it's not like having them in the office, but they can use the camera to zoom in on their ear and let you take a look and see if anything's going on, or let you look at the hearing aids, so you have a little bit more flexibility here than you do with remote fine-tuning. So everything's saved, we can

either continue the fitting or we can disconnect. We're gonna go ahead and disconnect. And then once we disconnect, we're gonna get that pop up that asks if we want to connect or simulate. And remember, we can reconnect if we wanna get reconnected to the hearing aids, but in this case, we're done. So we're just gonna hit simulate, and that just allows us to continue talking to the patient. So, I'm gonna undock the the video here. We're gonna schedule our follow up, talk about what our future plan is. And then once we're done, we can just hang up the phone call and the patient is going to see that the session has ended. So that is the start to finish of ReSound live assist. So I know we have Valerie manning that the chat box for questions but if you have any questions, please feel free to post them in the chat box. I'm going to jump back to our presentation here. And Valerie, I'll turn it over to you if we have any questions.

- [Valerie] All right, sorry, hello guys. Can you hear me okay? I hope so.

- [April] Yes.

- [Valerie] Please excuse my screaming child in the background. There were a couple questions here in the chat box that I'm getting here. So, just want to address them. So just after adjustment settings... I'm not sure I actually know what that is referring to, so that would be after the adjustment, that's gonna be, once it's saved it will be in the software, but it's not gonna, you can't save it through Noah specifically. I don't know if that's answering the question there. Okay, so yes, once you have saved, once you've done the adjustments, and you've hit Save, as long as it's a clean save, and nobody's called in on the other side or there hasn't been any connection issues, then those changes that you've made in the hearing aid will save into the Smart Fit software if your Smart Fit software is located within Noah, it'll be there for you, I hope that answers the question. If not, I will make another stab to certainly get to where we need to be. Does anybody have any other questions that maybe April didn't address? Okay. Yes, the

webinar is recorded. We're sure, and just to kind of touch back to a couple of things that are generally that April had mentioned, we just like to remind everybody that it is HIPAA compliant. We do recommend that you always check with your state board to make sure that you are within your guidelines because it is definitely changing from day-to-day. In that, we always recommend that you have Noahlink wireless plugged in to the computer because this is how the hearing aids and the computer, the software talk to each other, so it is something that you need to do. We do recommend that you have everything updated. I know we might be beating a dead horse, we just have done a lot of these fittings, and if everything has not updated, the Smart Fit software and the Smart 3D app, it just tends to make everything a little bit more cumbersome. And when you start doing this, if you haven't already verified that A, you have an account within GN Online Services, and B, that if you do have account that your user word, and user ID and password are accurate and working appropriately, making sure everything is kind of in order really just hold off the entire process. Okay, and I do see some questions here so. We'll not have the latest settings if you want to upload after hearing aids returned from repair.

Okay, so if you have saved the hear, if you've done a ReSound asis live program and then you saved it and then the hearing aids go out for repair and then they come back, whatever you've saved into the software will still be there and that's gonna be back in underneath the ReSound Assist section in the software, there's a timeline and the timeline shows everything that you've done to the hearing aids. So it's gonna show your first initial fit, any remote fine-tuning, any ReSound Assist Live, any in-office things that have happened as well. So everything is going to save into the software, and then in Noah, what will happen is you also have a separate timeline in Noah. So if you're looking to go to like a specific date, like a fitting date, maybe you like the settings from May 1st versus May 15th, you can go back into Noah and pull those settings up. So I hope that is... Yes, you need to go back into the timeline if you need different settings that are in, if you wanna return them to a different settings so I hope that helps. If you

need further clarification, my email address is vkedem, V-K-E-D-E-M @GNReSound.com. So I don't want to keep everybody past 11 o'clock. If you have any questions, please reach out to either April or myself or any of your ReSound team are always happy to help you and we hope that you have a great day and stay safe.

- [April] And I'm gonna just add one quick thing. Pamela, I see your question about question eight, and I will tell you that the test was written before we had the update last week that now allows us to connect remotely. So on that question, it's gonna be none of the above because none of them are correct at this point. That's everything we have today. So thank you so much for joining us and have a great day. And please, again, as Valerie said, let us know if you have any questions, you can email Val, you can email me. You can reach out to your trainer at ReSound. We're always happy to help and answer any questions that you might have. Thanks so much for joining us.

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