Fitting Assistance at a Distance: ReSound Live Assistance for the Government Services Clinician
Recorded June 17, 2020

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AudiologyOnline.com Course #35099

Partner: ReSound

[Kara] All right, thank you. And I want to welcome all of you to today's course, and thank you for taking time out of your busy schedules to join us today. Today's course is fitting assistance at a distance ReSound Live Assistance for the government services clinician. My name is Kara Sinner and I am a Content Development and Training Person at ReSound and I'm located at our headquarters in Bloomington, Minnesota, which is just right outside of Minneapolis and St. Paul, if you're familiar with that area. And if you have questions certainly during the talk, there's a little question pod, you can type those in there and we can answer them either as we go along or certainly we'll cover them at the end of the talk and make sure that we address that. Also, there are a couple handouts available for downloading. So if you haven't done that yet, feel free to download those now or during the course or after the course, they'll be available as well for you to take as handouts.

So, wanted to talk about this topic because of sort of where we reside in today's world, and our Live Assistance feature with ReSound provides you the capability of doing remote fittings with your patients, kind to solve some of those issues with being able to bring patients into your clinics right now, and certainly providing that telehealth or that teleaudiology service that you're probably needing to implement at this point. So our learning objectives for today. First off, we're gonna discuss the setup and compatibility requirements to utilize ReSound Live Assistance. We're gonna describe the process and features of using Live Assistance as it relates to ReSound Smart Fit, fitting software for you as the clinician. And then we will describe the process of using Live Assistance as it relates to ReSound Smart 3D App for the patient. So before we kinda dive into ReSound Live Assistance, just a couple slides here that we'll talk about just telehealth in general, just some information that you guys are certainly familiar with telehealth and how that sort of works. But the health and resources and services administration or HRSA is part of the US Department of Health and Human Services. And they define telehealth as the use of electronic information and telecommunication technologies to support and promote long-distance clinical healthcare, patient and

professional health related education, public health and health administration. And so some of the technologies that can be used, it can include video conferencing, internet technology, store and forward imaging, streaming media, and then various wireless communications. So with COVID-19 certainly, that fast-forward button was pressed several months ago on trying to implement or figuring out how to implement some telehealth solutions, not just for our industry, but certainly across many, many different types of industries. And so we have seen some relaxing of regulations and that kind of varies state by state on where all of that is. But typically even with the relaxed regulations, there's still reduced capacity models that are in place and certainly social distancing recommendations that are still in place and the need for kind of increasing time between appointments for infection control and all of those sorts of things that need to be considered.

So, being able to do things at more of a distance instead of having to have people come into the clinic is certainly currently a need. And I think will be a need for some time to come. And certainly even, once we're sort of through this pandemic, this can continue to be a service that is still viable and something that is worth being able to provide for your patients in the future. And then certainly, our patient population, we are dealing with some patients who fall into that vulnerable category that either there may be for themselves choosing not to come in to do appointments right now, or due to being, having fewer time slots available that maybe it's just not an option for them right now. So being able to provide something more at a distance is going to be beneficial for both the patient and for you as the clinician. And certainly again we're not the only industry that's looking at implementing these kinds of practices. There's lots of different industries. And certainly within the medical field, everybody is kind of trying to find a way to provide this access to the healthcare. But again, telehealth, isn't new, this isn't something that was developed just because we are now in a pandemic. This is certainly in government services arena, I have been using telehealth for a long time. And just some data that I thought was kind of good to think about. And this was by

Cisco Global Customer Experience. They did some surveys and some data collection on telehealth, patients back in 2013 was estimated to be about 350,000. And they sort of projected that by 2018, that would increase to 7 million patients. And because of this projected increase in demand, part of the survey also asked these respondents to say, do you find value in incorporating some sort of telehealth into your healthcare regimen and 86% of those patients, reported that they did see value in having a telehealth type of option. So, according to HRSA, there's can be several different methods of telehealth, can be delivered in many different ways. So the first one listed here is Live or what we call synchronous video conferencing. And so that's going to be this two way, audio-visual link between a patient and a care provider. So it's happening in that real time frame, can be when you think about like maybe a Skype or FaceTime, that's the kind of that real time video call situation.

Another one is what's called store-and-forward video conferencing or this is what we refer to as an asynchronous system. And so with store-and-forward, the transmission of the recorded health history, sent to a healthcare practitioner and it's using some sort of telecommunications technique and it's sent to some sort of intermediate station and it can be kept there in reviewed, or maybe it's sent on, to another final destination, a different place to be reviewed at a later time. And then we have remote patient monitoring or RPM. And that is the use of connected electronic tools to record personal health and medical data in one location. And again, that can be then reviewed by a provider in another location, typically this done at a different time or at a later time. And then finally mobile health or mHealth refers to the healthcare and public health information that can be provided through the use of mobile devices. So our kind of umbrella term for all of our remote fitting capabilities is called ReSound Assist, and it actually contains many components. So the one that actually is available to government services is going to be that Live Assistance, or we sometimes refer to it as ReSound Assist Live. The remote fine-tuning is not currently available in government services, but you also would have access to what we call Hearing Aid Software

Updates. So Hearing Aid Software Updates can be something that's pushed out from us that would communicate or go to the app that the patient's using with their hearing aids. And it would allow for some new functionality that could be updated in those hearing instruments to allow some new feature. So one kind of example from the recent times would be when we provided capability for direct streaming from Android devices. So that with those hearing aids that had that capability, if they had already been fit prior to that capability being available, they needed a software update in them, in order to work with that direct streaming.

So, a couple things that can always happen, if the patient would come into your clinic, you could update that hearing aid software that way, by connecting to ReSound Smart Fit, fitting software, it could happen during a service request where you send them into the manufacturer and that update would happen there. But what this allows for, this hearing aid software update, it actually allows for it to be done remotely. So they don't have to come in, or the hearing aids don't have to be sent in. So it would just push that data package to the app. They would upload it from the app to the hearing aids, and then they would be all set to have that new functionality. So we are gonna talk about Live Assistance. This is what's available to you, in the government services realm, and this Live Assistance is a synchronous solution. So this is going to be that real time video call that you're going to have with your patient. And this gives a little schematic kind of just a really high level overview of how it works. There's two general components that make up Live Assistance. It's gonna be that audio video call and then the real time hearing instrument adjustment. So once you're on that call, it allows you to make those adjustments in real time for the patient on the other end. And what's gonna happen is on an agreed upon time. So it's just something you're going to schedule with your patient. You, as the hearing care professional is going to initiate the audio call from ReSound Smart Fit, fitting software. And that's indicated there in the graphic by the number one, and then in graphic number two, the patient's going to accept that Live Assistance call, which is going to be received on their smart device

that they're using. And then as portrayed in number three, this is where you're going to connect up to the hearing instruments through ReSound Smart Fit. And then once they're connected, you're gonna be able to again make those real time adjustments to the hearing instruments. And then finally in number four, the patient is going, the hearing instruments will receive those adjustments while you're on this call and they can actually provide you that immediate feedback to say, yeah that's a great, that change, that's perfect or no, this is still happening and I would like some additional changes. So it happens just like they were sitting across from you in your office. So I included this slide on video calling services because I just thought it was some interesting information. And before we dive kind of into the details of the how to with Live Assistance. This was kind of a study or done by a source called talk box. And they looked at video calls between 2015 and 2018. And how often people were really using video calls during this timeframe. And when we were talking about like, what they were looking at were like, like FaceTime and Skype and WhatsApp and Facebook Messenger, Zoom, what could be another example of one or house party apps? We see those things being used more frequently now.

So, were people using these at all? or how much were they using them? How frequently were they using them? And what they found was that there was 171% increase across all different age categories of use of these apps in this timeframe. And then they also found that this live video chat was not only increasing just between like friends and family, but also between consumers and companies. So people were using this to contact companies and they found that about 1/3 of the respondents were using this live video chat with a business or service provider of some kind. So, what I thought is interesting with this is that, people are using this video conferencing type of technology, and this is good news as positive news, I think for us in our industry, for using teleaudiology for using this Live Assistance, because people have some familiarity with it, right? They can relate to how this type of video conferencing platform works. And it's not gonna be such a stretch for when you implement this to use for

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hearing aid fittings, for hearing aid adjustments that they're gonna have some familiarity oftentimes with how it works. So I think that's good news for us to keep that in mind. And, I always have to remind myself that I don't want to ever assume who might be capable or interested in using this type of technology. I had watched a news program, local one, several months ago. And they were having a Zoom call with an individual who had typically, always been in the baking contest at the State Fair. And this year was not going to be able to do that, because the State Fair was canceled. And so they got her on the Zoom call and wanted to just see, check in with her, see how she was doing and in what our thoughts were on that. And this lady at the time, she was a 100 years old. She was actually just about to turn 101. And so I thought, wow. And granted her daughter helped her get set up with the Zoom call and helped her get going with it. But if she's a 100, what does that make her daughter? She's that's kind of definitely in the realm of the age population that we frequently see, who was actually getting this technology set up for her to use and you could just tell how much she was enjoying it.

So again, just trying not to assume on who might be capable of doing this, who might be interested in doing this. I'm really looking at that individual, and keeping an open mind of hey, I can use this type of technology and they're gonna do great with it. So a couple of things good to know before we look at Live Assistance, more specifically. There is a quick enrollment process that you have to do. It's gonna be required in order to access our GN Online Services. So that's where kind of that think of that as our cloud and where this information kind of transpires between you and the patient. And so to do that, you're going to want to contact your government service, the inside sales representative. That's gonna be your best point of contact to get set up for the ability to use Live Assistance. So you can certainly contact other people within the government services group. They're just gonna end up sending you and getting you in contact with inside sales. So that's more of that direct route. So contact them to get set up with it, and they're gonna create certainly that login for you, which will then be

sent to you via your email and that activation link to allow you to set up a personal password for your GN Online Services login. So, one thing good to know is that once you are set up with this, that in the fitting software, you have to enable the Live Assistance toggle switch in order to use Live Assistance with a particular patient. So that's gonna be located on the ReSound Assist screen and has to be turned on for which the patients that you want to use it with. And then another good to know is that Live Assistance, video calls can only be initiated by you, so by the clinician. So your patients, aren't gonna be able to just dial you up through their app and contact you whenever they want to.

You're going to schedule this with them in advance and you're going to initiate that Live Assistance call with them. So the toggle switch for Live Assistance, as we just mentioned, is going to be located kind of in this top right corner of the ReSound Assist screen. So you just have to simply turn that on for the patients that you want to use that feature with. And then patients can also receive, we saw in that first chart, what those hearing aids software or those firmware updates via their app. And just to mention just so you know where you would find that toggle switch, that's actually going to be located under, let me get my little pointer here, the advanced features. And then if you look where it says phone accessories, you'll see something that's called remote hearing aid update. And if that's on, then if there was some sort of hearing aid update available, it would get sent to their app and they'd have the option of installing that into their hearing aids. Here's a list of just PC requirements for using Live Assistance, just good to know, maybe if you're IT personnel are needing that, it's available for you here. And then compatibility. So this list is going to talk about what's compatible to use with Live Assistance. So from a hearing aid perspective, that's going to include ReSound LiNX Quattro, ReSound ENZO Q, ReSound LiNX 3D, and ReSound ENZO 3D. And then of course, anything that might come out in the future, would have this capability as well. So, but today this is the instruments that you have, and then the fitting software needs to be at a minimum of 1.7 for that version or source, certainly if

it's newer, that's going to be fine as well. And then for the app, the ReSound Smart 3D. This was first technology that was introduced for Apple devices. And so that app version that supported it initially was 1.7.6. And just recently, we've had an update to ReSound Smart 3D to version 1.8. And with that app that actually now supports compatibility for Android devices. So if they're running that latest version of the app, they're gonna be covered no matter what the device is, and then certainly of course, as new updates come out, that would apply as well the same kind of concept. So here gives you a list of the Apple devices that are compatible. So, Live Assistance can be used with various smartphones, various tablets, the operating system those devices have to be on as at least iOS 12, so that, or something later. And then we certainly recommend to have a Wi-Fi connection during a Live Assistance call, because it does use data.

So if you don't have Wi-Fi you would be using that cell data. So unless they have like an unlimited plan, they might not wanna use all their data in that way, or they want to be, with need to be aware that that is what would use up that data if they aren't connected to Wi-Fi. So we do recommend that as well. For the Android device compatibility. Again, this is new with our latest version of ReSound Smart 3D App. And Android can be a little bit more complex because we have different devices by different manufacturers. So the first column there lists smartphones that are what we call ASHA compatible. And ASHA just simply means Android streaming to hearing aids. So these are the devices from an Android device perspective that would support the ability to direct stream to the hearing aids. But other Android devices, smartphone devices listed in that second column are also compatible with Live Assistance. So you just wouldn't get the direct streaming capability. And then operating systems, a minimum of operating system eight is required to use Live Assistance. But again, if you're wanting or thinking about having direct streaming capability to the hearing aids, that would require an operating system 10 in order to support that, so keep that in mind. And then again, the same considerations for the Wi-FI connection are going to apply to Android

devices the same as they do to the iOS devices. So I wanted to include kind of this part of, do I have something that streams directly to my hearing aids? Do I not have that capability and how that audio delivery kind of happens depending on sort of what your device set up is. And this is really more meant to be like that you're aware that there are some differences and that you wouldn't think that it's not working. It's probably just depends on what kind of configuration your patients using. So for any kind of iOS device, all of the hearing aids are MFI, so that means they have that direct streaming capability. So during a Live Assistance call, if you're using any of the compatible hearing aids in iOS devices, when you first start the Live Assistance call, the audio will actually be streamed directly to the hearing instruments. So when you first initiate that call and you can take advantage of that direct streaming so they can hear you really, that's probably the best scenario for hearing. You can give some instructions, but once you connect to the hearing aids, then that audio delivery actually will switch to coming out of the Apple device once they're connected.

So know that that's a normal process if you're using an Apple device. If I'm an Android device, then it depends. So if you're using that minimum operating system eight, that doesn't support direct streaming to hearing aids. So during a Live Assistance call for the entire call, that audio delivery will come out of the Android smartphone. If you're using operating system 10 and your Android smartphone, and the hearing instruments are both ASHA compatible. So both have that direct streaming capability. Then it's gonna operate the same way that the iOS devices work. So the audio delivery will initially come direct streaming to the hearing aids when you first start the call, once you connect to the hearing instruments, it will switch to the smartphone. So just for reference, the ASHA compatible hearing instruments, currently are going to be ReSound LiNX Quattro and ReSound ENZO Q. So if you have those devices and one of those Android, ASHA compatible smartphones and the operating system 10, then you'll be able to do that audio delivery directly to the hearing aids with the switch off to the smartphone. So that needs to all be in place for that. And then certainly there could

be a possibility that you have operating system 10, but either the smartphone or the hearing aid, or both do not support at that ASHA, then that audio delivery will again come through the Android smartphone for the entire Live Assistance call. So again, just trying to spell it out a little bit so you don't think that something's not working. It just really kind of depends especially when we're talking about that Android platform. Feature availability for Live Assistance, so nearly everything can be accomplished during a Live Assistance call. So any kind of changes to the hearing instruments, DFS calibration can be conducted, program changes where everything listed there with a green check mark is something that you could do on a Live Assistance call with your patient. There is a short list of things that are not available.

So AutoFit, AutoREM and a few others listed there. So during the Live Assistance call, you can't do that, but I wanna point out a couple of those items, even though they're on the not available list can be accomplished in a different way. So that firmware update that's that hearing aid software update, right? So if that's on, it will get pushed to the app, they can install it via the app. Just can't happen during a Live Assistance call. It will be happening afterwards. Pairing accessories from the start of time, we've always, all of our wireless accessories have been the 2.4 gigahertz technology and has been required to use software. You can pair them in the software, but you don't have to. You can always also pair them outside of the fitting software. So pairing of accessories can happen separately from the Live Assistance call, and you can still get that accomplished. So patient preparation, a couple of things that you gonna need to know for a Live Assistance call is if they haven't used the ReSound Smart 3D App yet, they will have to agree to the terms and conditions to use the app. So they would just hit agree to that. And then they also will have to consent to the GN Online Services, data processing consent, and there's actually two parts to this. So they're going to hit start to start this process. And then this part A will come up and the part A is a required consent in order to use Live Assistance. So they have to agree to this part A in order to be able to use it. If they decline it then they would not be able to use Live Assistance.

So, they're gonna want to review this consent and then hit agree to it. And then this part of the consent really is just collects the information about the hearing instruments in the settings, so they have to have that information in order to do that fine-tuning capability during the call. So they would just hit agree to that. And then the next prompt they'll get is for what's called part B. And this is an optional consent. That's just used, it collect data about app usage. So this is meant for really us as the manufacturer to improve the app functionality by collecting some data on how people are actually using the app. So this is not required in order to do a Live Assistance call. So you will be able to, they can either agree or decline whichever they choose it's up to them and they'll still be able to use Live Assistance. And then once they do that, then for the Live Assistance call, they also have to give access to using the microphone and the camera. So this is a screenshot showing it for an iOS device, they would simply hit yes. And then they will get a prompt to use the microphone.

So they should hit okay to that. And then also to use the camera. And then if I'm an Android device, and I don't have specific screenshots here, because again with the Android platform, there's lots of different manufacturers of Android, right? So how it kinda looks can depend on the type of phone you're using, but just be aware that you will still have to grant permission again to this microphone and camera and their verbiage looks a little different. So it'll say something like allow it to manage the phone calls they need to allow that, it'll say, allow Smart 3D to record audio. They need to allow that and then allow Smart 3D to take a picture and record audio. And they'll need to allow that in order for that Live Assistance call to be successful. And they put this note down here, is that 'cause the verbiage kind of sounds like, wow, you're gonna record something on me? Just want to make sure that you are assured that we don't actually save any kind of video or audio input. Excuse me, I had to clear my voice. So if they have any questions, they should certainly go back review that privacy policy. It kinda really goes over what is part of that privacy situation, but nothing is saved by ReSound during the Live Assistance. All right, so further preparation. And just to kinda

give a heads up that a lot of the screenshots that will be shown reference, or they show them in terms of an iPhone type of device. So things like once you get into like the ReSound Smart 3D App, those things are gonna look the same, whether you're using an Apple device or an Android device, but maybe sometimes how you get there, or how you might answer the home call could look at it a little differently, depending on what kinda device you're using. But in order to prepare for an a Live Assistance call in the ReSound Smart 3D App, they're gonna want to click on Live Assistance. And then App is gonna come this chart, that is this checklist to make sure they're ready. So some of the things that are on this checklist as they have to make sure that the hearing aids are connected to the smartphone, they wanna make sure that the hearing aid battery level is a certain level. The smartphone battery is at a certain level, that they have an internet connection, that the microphone permission and the camera permission's been given. And so all of these things have to have this present, this green check mark in order for the Live Assistance call to be successful.

When we're talking about battery levels, if I'm a rechargeable battery level, in order to get this green check mark it means I have to have at least 20% charge. And then if I'm talking about a non-rechargeable type of instrument, what that green check mark has to be above the threshold that would trigger a low battery warning situation to get a green check mark. Now those are gonna be, those are those minimums, right? So if you think about it, your Live Assistance call, it could be five minutes, it could be 10 minutes. you don't know how long you might be on this call. So it really is recommended if we can be fully charged up with the hearing aids or for fresh batteries, if it's a non-rechargeable and then fully charged with your smartphone device, that's going to be your best foot forward. So really even though minimums can present green check marks, we want to make sure that we're fully charged for the best performance during that Live Assistance call for both you and the patient. And then one thing just to keep in mind too, that the smartphone doesn't necessarily, or the Smart 3D App doesn't have to be open during the call. That's not a requirement, it's just kinda

working through it in the background. So if any of these items have this red X, that has to be resolved before the call could actually successfully happen. So some checklists here for trying to divide it out between maybe some things that you have to prepare in advance versus what the patient has to prepare in advance. So of course, you're gonna have to have that GNOS registration setup. You're going to need to make sure that your PC camera or if you're using a webcam that that's plugged in and then your audio source, if it's a PC microphone, or if you have some separate speaker headset that you're using, make sure that's plugged in. We wanna make sure we're running ReSound Smart Fit 1.7 or newer. And then you have to enable that Live Assistance toggle to on for the patient that you're doing the Live Assistance call in that file for them. And then you wanna make sure that you plug in the Noahlink wireless before the call. For patient preparation, you're gonna want to, of course make sure they have that compatible Apple device running iOS 12 or newer, or if it's an Android device, that it's the operating system eight or newer, ReSound Smart 3D App again for Apple devices, that minimum version is 1.7.6. If you're running newer, that's great for anything. And it's required a 1.8 version for Android.

They have to accept the consent for part A in the app. They have to grant that permission for camera and microphone, wanna make sure they have a strong Wi-Fi connection. And it is always a good idea just to have a scheduled time with them, maybe prior to that time, somehow just to touch base, make sure that they're ready for that scheduled call. And maybe as a reminder, appointment reminder, right? And then once all this prep work is done, then really this is a list of kind of the simple steps that we're gonna look at in more detail coming up of how the Live Assistance call would go. So you would have some essentially simulate the fitting from the patient's Noah file. And you're going to sign into the GN Online Services if you're not already signed in. And then you'll initiate the Live Assistance call to the patient, and then the patient will accept the call. And actually this is the only step. Once all the prep works in place that the patient has to do, all they have to do is accept the call. Once it's accepted, you're

gonna connect to those hearing instruments. You're gonna make any kind of programming adjustments you need, you're gonna save the settings and disconnect from the hearing aids and then end the Live Assistance call. So it's really, sometimes when we look at each step with screenshots, it looks more complex. It really is as simple as those steps that are listed there. So I'm simulating, you're gonna pull up that patient file in Noah and you just hit simulate in the lower right corner. And then do the GMO Online Services login. That's gonna be located in that top right. If you click on that, you're gonna get a screen. You're gonna enter in your username and your password that you have set up and then you'll sign into that. And then to start the Live Assistance call that will be actually located in that left sidebar. And you'll click start Live Assistance, it'll be red. If everything is good to go, it'll be a red color. And then you can click start Live Assistance when you're ready to contact the patient. And on your end in ReSound Smart Fit, you're going to be prompted to select which audio and video devices you're using.

So, if you only have one thing plugged in, that's gonna be the option, but let's say you're using a laptop that comes equipped already has its own camera and microphone, but you're also using a separate headset and webcam, and that's what you wanna use instead. Then you just have to simply select that and hit okay. And then on the next call, it will remember, what your selection was. So you can just kinda hit okay through that, for future Live Assistance calls. And then the video call is going to connect. So in that you'll see it kind of spinning as it's calling the patient, and on the patient end of things, they're gonna receive the video call. So they're gonna answer that call with whatever method. So this is showing an iPhone, if it's an Android however, they would answer a phone call, they would do that similar feature. And this is kinda showing a version of if your phone's not locked, if it's in an unlocked situation, they'd answer that call by hitting accept. And then the hearing ear provider would appear on their screen and then a little smaller inset of themselves in that top right corner. Now, if the phone screen is locked and the phone call comes in, then again,

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they have to somehow whatever method they would use to unlock on the phone. So in the case of a Apple device, you would slide that to the right, and then they have to connect to in order to see the hearing care professional connect to the video. So they could click either the video or the Smart 3D App. And if they're locked and if they have notifications activated, they actually will see this little notification appear at the top of the screen that tells them to tap either the video icon or the Smart 3D icon in order to then be able to see the video. And then again, either the phone is locked. So they're gonna have to open it with whatever method they usually do. So whether that's a touch ID or a passcode of some sort, and then once that happens, then that same view of the hearing care professional will appear on their phone screen.

So once they accept this video call, the image of the patient will appear in that left sidebar in ReSound Smart Fit so you'll be able to see them there and you'll be able to communicate again, if you have direct streaming capability for the hearing aids, they'll hear you at this point during or right through the hearing aids. If you don't have direct streaming capability, then it would come through the smart device. So just depending on what that setup is, you could have some variants there. And then when you're ready to connect, you can click connect and it will connect up to the hearing instruments. So if this gives you an option, if you don't want to see this message each time you can say, don't show this and this little connect message won't occur in the future. And it will just once you hit connect, it'll just kinda go through that connection flow process, like just as if they were in your clinic. And then, so this is that connection full process. It's going to start that connection. The software will actually make this little alert down here to notify that you can kind of notify them that, hey, I'm starting to connect the audio is gonna switch to the phone, just so you're aware of that. And that little message actually disappears on its own as the connection goes through. And then it'll show you the hearing instruments that belong to that patient. So they will be selected and then you can hit continue in the lower right corner. And then it'll continue on kinda through that connection process. So this should look pretty familiar. At least it works

the same way as if you were sitting in your office and then once it's fully connected up, you can hit continue in the lower right. So now at this point, you're connected up to the hearing instruments and you can see those like if it's a rechargeable hearing instrument, it's gonna show you those connected battery life icons at how much battery life there is, or otherwise it says connected in green for either situation rechargeable or non-rechargeable so that you know you're all connected up. And you'll be able to start to make some hearing adjustments as you need to. Now if like the battery icons were showing a red, or if it said disconnected for some, they will hear you still because you're connected in the Live Assistance call. But if you're not actually connected to the hearing aids, it makes sense that you're not gonna make any adjustments to the hearing aids, it's not gonna be sent to those.

So if for some reason you're not connected, you would want to make sure you reestablish that connection before you continue on to make the fitting adjustments. And it will, if it disconnects, for some reason, you will get a message indicating that, and then you can just hit reconnect devices to reestablish the connection in order to make those fine-tuning adjustments. You can enlarge the view of the patient. So if you click the little small square in the top right corner of the image, it will give you a bigger view of the patient image. And this could maybe be helpful if you're not sure they have the hearing aids placed in their ears correctly. They could kind of put the camera, the phone up near their ear, and it would give you a better view of that. They have that seated place, correctly or any kinda thing that you wanna look at on how it's actually fitting on the ear. That can be super helpful at that. And then to minimize that view again, you would just hit the black X to make it smaller. During the video call on the Smart Fit screen, you're gonna have some different icons that are available for you to use. The first one's going to be a chat icon. And the second one's mute microphone, which is going to mute your microphone, or turn off the video, which would turn off your video camera. And then the final one, there is the hangup button. So once you would use that once a Live Assistance call is all done. If you use one of these icons,

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like for instance, the mute microphone, if you choose that, you're not gonna see anything on your screen and they won't see anything on there is actually, they'll just not hear you anymore, which kinda makes sense. But if you actually like use the turn your video off, their screen will turn to a black screen where your image used to be. So they will get a nice visual to say, hey I can't see you anymore. So just to kinda be aware of that. The chat function, this is one of those features, again located in that sidebar. When you click it, you'll get the little chat box that pops open and this allows you to type a message to the patient. And this is nice because let's say you're having some sort of audio connection. Maybe you can't hear them well, they can't hear you well. Or if it's something that maybe you just wanna reinforce with some text on what you're saying to them, you can type it in this chat box.

So it doesn't require any kind of audio, they can read what the what the chat is and respond to it as well. On their end, what will happen is they'll get, their little chat icon will turn to a red lined image. And then when they select that, they'll see your texts that you sent and then they can respond right there. And then you'll see it back on your end, in your chat box. So you can communicate this way without audio, if needed. And then they have the same screen button functionality. So on the lower part of their screen, they'll have their chat, their microphone. If they click that it's the patient's microphone on that gets muted. The patient's video that could be turned off and the patient does have the ability to end that Live Assistance call so they could hang up on you. Just so you're aware of that. If they actually do click the mute microphone or the video, you will get an indication besides not seeing them anymore, but you'll get little icons in that top sidebar that will indicate they're muted. And then you can just instruct them to unmute, or turn their video back on as needed. And then once that's all, everything's good to go. And then you're gonna begin adjusting that hearing instrument. And just to give you an example of maybe a certain adjustment that you could do. In this case, we have a third program that's set up as an acoustic phone and the patient, tells you that they want to have a music program instead in that third

program. So you would use the dropdown, you would select music, and then music gets put into the third program and they can test that out and give you some, there needs to be further adjustments that need to be done to that or something else. So again, just like they're sitting across from you in your clinic, these things, these changes will happen real time. They can hear them and evaluate them at that time. Now with ReSound hearing instruments, the change has happened in real time, but they're not secured into the hearing instruments until you hit save. So you have to hit save in the lower right corner. And that will start that save process of securing all those adjustments into the hearing instruments. And from your side of things, you're gonna see, just like you would in the clinic that save process with the red bar going across. And from there view on the phone, they'll get a little updating percentage information and then a completed with a green check once it's completely saved. And then you also get the green checks on your end when it's completely saved.

Now you could choose to continue the fitting. If there were further adjustments that needed to be done. And then you just go through that same process again. Or if everything's good at this point, then you could disconnect the hearing instruments. And then once they're disconnected. Now, if you had again those hearing instruments in the device that supports direct audio streaming, it will actually switch back to streaming directly to the hearing instruments after they reboot. So once you disconnect, same as if it was in your office, the hearing aids will reboot. If you have smart start beeps on, you'll hear the beeping. If you don't, they'll just reboot up and come on. And then at that point you would have that streaming capability once again. So if everything is good at this point, even though you've disconnected the hearing instruments, and you can kind of see that because there's no connected indication here, right? But you're still are connected with the Live Assistance calls. So they can still hear you. You're just not adjusting the hearing instruments at this point. So to actually once everything is all done, you're gonna want to click the red hangup button to end that Live Assistance call. Now you will get a reminder message that says, hey,

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you sure you want to hang up. You gotta make sure that you save the setting. So if you've already done the save and stuff, you can just hit yes, to get out of there. If you forgot to save, then you wanna hit no, and go through that save process. This message will actually appear, but you can say, hey don't show me this again. 'Cause I'm confident like I've saved, I know. And I don't want to see this message again. I don't want the reminder. So you just say, don't show this message, and then you won't have to see that anymore. It'll just go to the end of the save process. So the patient view, once you hang up, they'll get confirmation that that session has ended and they can just hit close to close that screen and they can just kinda start enjoying those new settings that you just gave them. So the call is ended now. We're not connected anymore. If everything's good and you don't have to get back on with them by starting another Live Assistance call, then it's just appropriate to click and close out of the fitting software at that point.

 So, one thing good to know with audio routing, and again this is referencing the Apple devices is that the Apple device gives you the ability to select how call and media audio is routed to the hearing instruments or not. So under accessibility, if you choose hearing devices, you'll have something that says audio routing. And when you click on that, this that call audio or the media audio, and for the purpose of a Live Assistance call, that's going to be the call audio that you wanna select. And then you present the patients presented with options of always the hearing devices, never the devices or automatic. We do recommend automatic for the setting, because then it will just be able to easily switch between the streaming of the hearing instrument, of the volume to the hearing instruments versus through the smartphone. We have seen an occasion that sometimes if you have it set to always hearing devices, that it will give you an error in the fitting software. So, this might be another kind of a prep step, just to make sure that they have that setting on automatic is gonna be the best for the Live Assistance call. And then if you're again good to know if you're a good reminder, if you're unable to see that patient in that screen, to remind them to that they probably have those

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mute microphone or the video that they've turned off or they didn't maybe initially on the call, they didn't select that Smart 3D or video icon. So just reminding them that they need to do that, in order to see them. And then let's say the patient either declines your call or misses it, maybe they weren't by their phone at the time that you had agreed for them to be there. You will get a notification that the patient's unavailable in the fitting software. So you may need to call them up or something, remind them of that call or try to call again. They will also get a notification that that call was missed in the app, so we know that happens sometimes. And then another good to know is that if something does disconnect during the fitting, the patient will get a disconnection message, but in the hearing aids will, be fine there nothing's gonna happen just because it disconnected. So it was just trying to assure them that everything's gonna be fine. And they can just try that again.

Troubleshooting, so good to know troubleshooting tips is that Live Assistance, the patient can't roll back the settings to what they had originally. If you need any kind of changes, either additional changes or going back to what was previously there, it would need to complete another Live Assistance video call in order to do that. If the patient loses that connection during the hearing instrument or connection, like maybe the hearing instruments die during programming, they didn't have enough power to them. The new settings, they're not going to be saved to the hearing instruments, but nothing's gonna adversely affect the hearing instruments because of the lost connection. They just won't get those new settings. So they should either change the batteries or charge up the hearing aids if it's a rechargeable and then try that call with those adjustments again. So possible solutions also that we know Wi-Fi signal, maybe they got to check that could be another troubleshooting tip there. And then if you're not using, the current version of the Smart Fit or the ReSound Smart 3D App, then Live Assistance may display that error window when trying to establish a call. So, you have to be from the Smart Fit, fitting software perspective has to be version 1.7 or newer and ReSound Smart 3D App again, 1.76 for Apple devices or newer. And then that

newer meaning 1.8, which is where we're currently at, that is going to be required again for your Android devices. So they need to be running those versions in order for it to be successful as well. So that brings us to the end of our talk. And, certainly I don't see any questions that have been typed in to the question pod, if you have any right now we can take those now. But I always like to put up our website address and our phone number always for reference. This is a really good place where the website, we can get lots of good information and certainly the ReSound government services team, I'm calling any of them, huge source of information. They're gonna be able to help you with whatever questions you have, whatever needs you have, get you in touch with the right person that you need if you call in to them. So definitely use them, they're your best resource in the whole company to be able to provide you everything that you need to take care of whatever questions you have. So it looks like we don't have any questions. So I am going to again thank you for spending all your time with us today and certainly hope that this made you more comfortable with the process of using Live Assistance with your patients and that is a successful thing for you to do in the future. So, thank you so much.