



ReSound GN

# ReSound Assist fitting guide

A guide for professionals

# How to Complete a ReSound Assist Remote Fine-tuning

This section provides an overview of how to perform a remote fine-tuning adjustment with ReSound Smart Fit fitting software and the ReSound Smart 3D app.

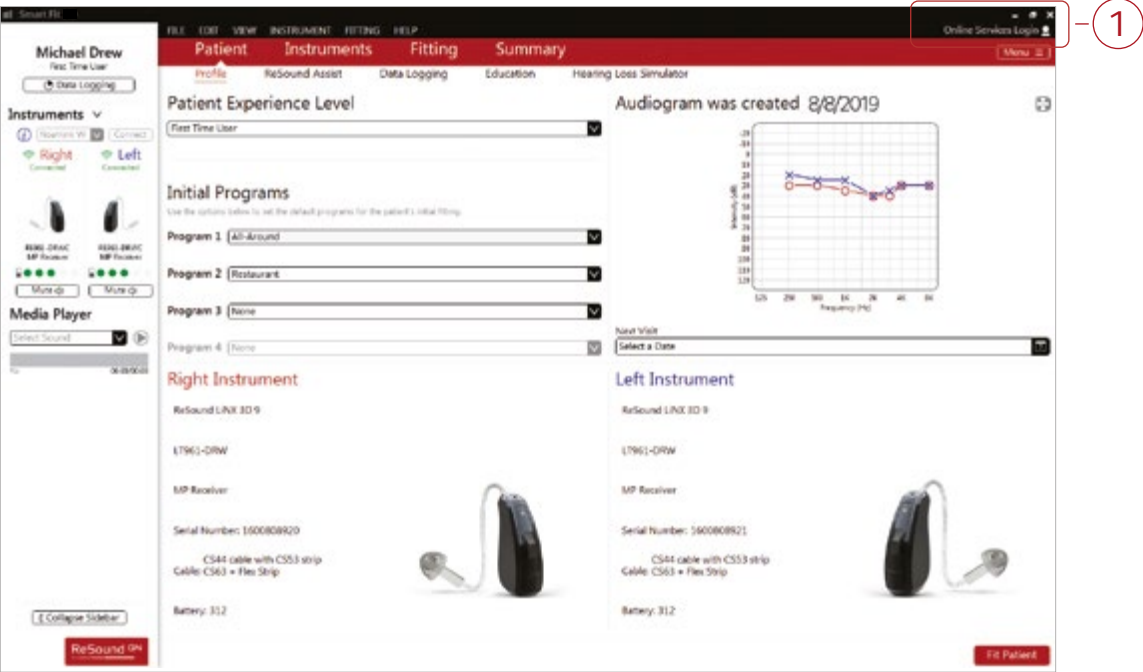
## Getting Started

Connect hearing instruments to the ReSound Smart Fit software. For further assistance, refer to the ReSound fitting guide. From the Patient Profile screen, sign in to GN Online Services.

## GN Online Services

In order to sign in, the hearing care professional must be a registered user of GN Online Services.

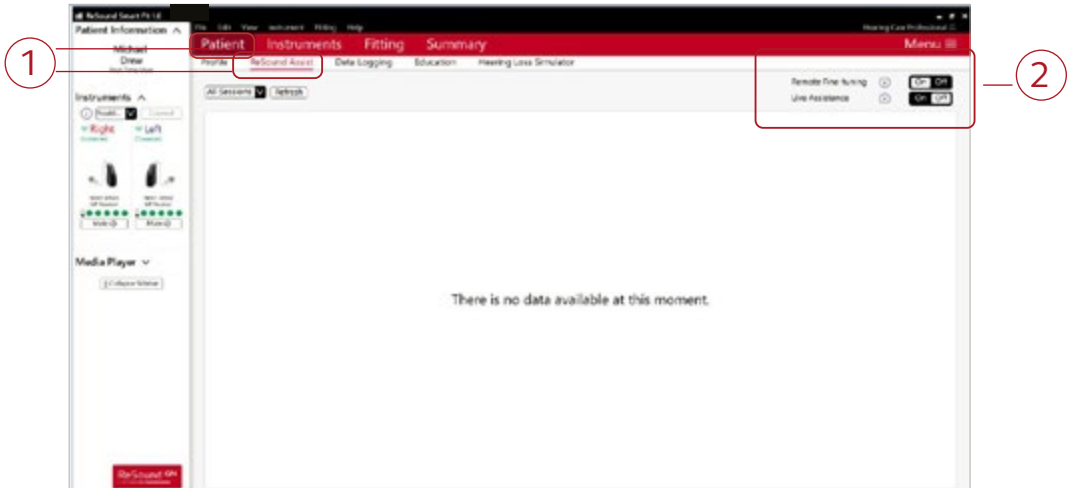
1. Enter the username and password assigned to the hearing care professional to login to GN Online Services.
2. After login, the name of the hearing care professional will appear in the upper right corner of the fitting screen.



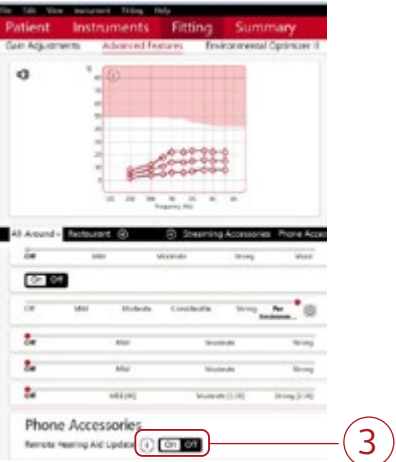
For more information on GN Online Services, see the GN Online Services Guide.

## Activate Remote Fine-tuning and Live Assistance

1. From the Patient screen, click 'ReSound Assist' from the lower navigation row.
2. Remote fine-tuning and Live Assistance are defaulted 'On'. Patient consent must be completed before requests can be completed.



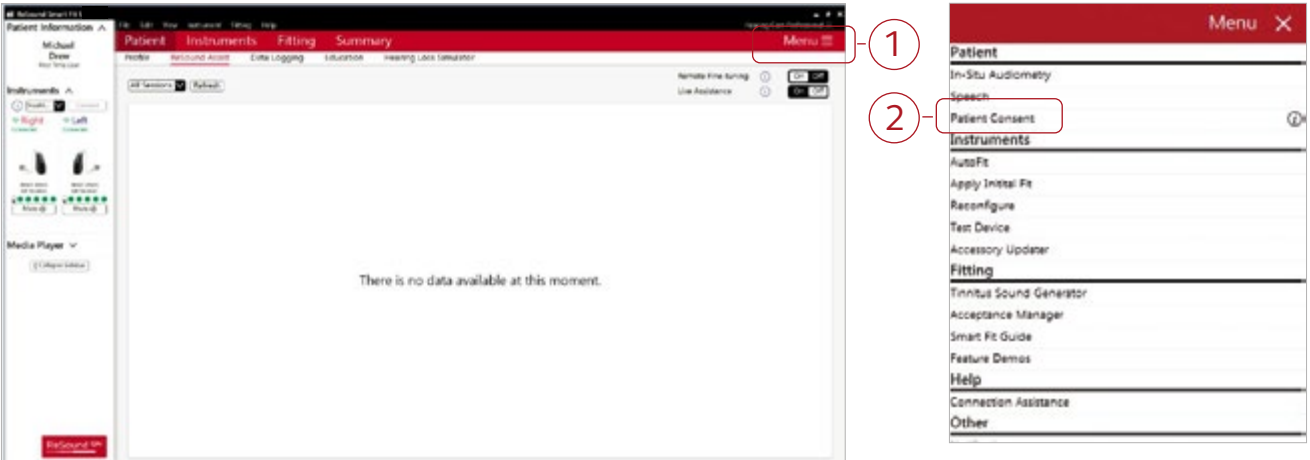
3. The default for Remote Hearing Aid Updates is 'On'. To turn it off, find the toggle in Fitting screen under Advanced Features.



## Select Patient Consent from Menu

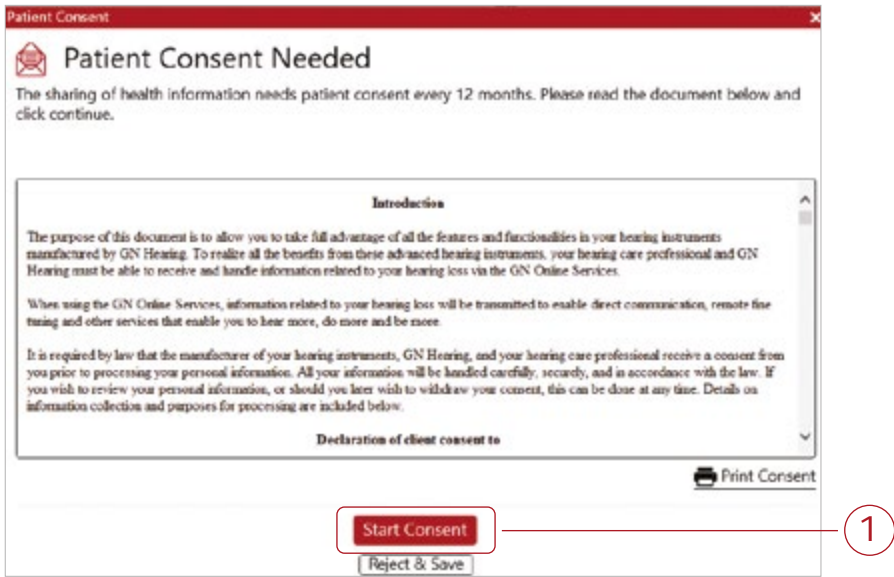
To utilize ReSound Assist, the patient must complete a one-time consent form before becoming eligible to receive Remote Fine-tuning or Remote Hearing Aid updates.

1. Click on the 'Menu' button below the hearing care professional's name.
2. Click on the 'Patient Consent' option to begin the consent procedure.



Activate Consent

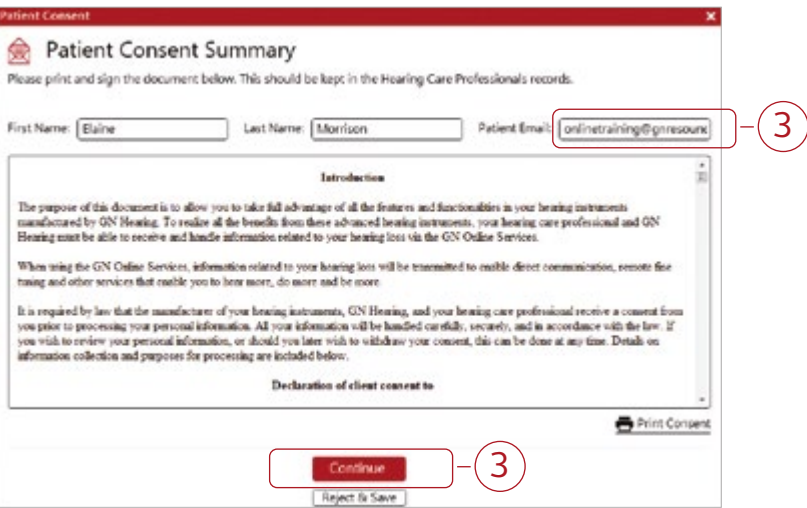
1. Click 'Start Consent'.



2. Click 'Agree' on each page of the consent process.



3. Enter the patient's name and email address. Click 'Continue' to send a copy of the consent agreement.

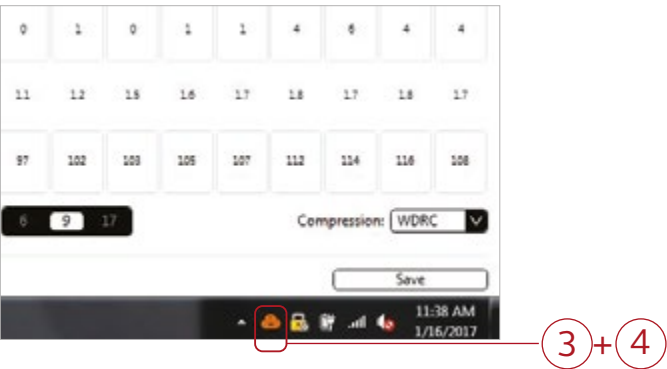
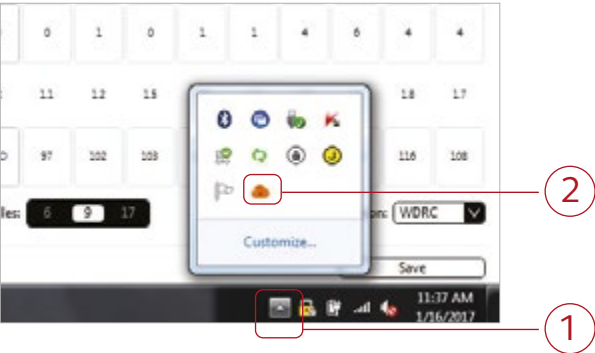


Should the patient not have an email address, the hearing care professional's email address may be used. Use the 'Print Consent' button to print a copy for the patient. Keep a signed copy in the patient's record.

Move Cloud Icon to Taskbar

The orange cloud icon should be visible in the taskbar so that the hearing care professional is notified when requests for assistance are received. If it is not already visible then:

1. Click on the upward arrow in the taskbar in order to view the hidden icons.
2. A window will appear which contains the orange cloud icon for GN Online Services.
3. Click and drag the cloud icon to the taskbar.
4. The cloud icon will now appear in the taskbar as shown.

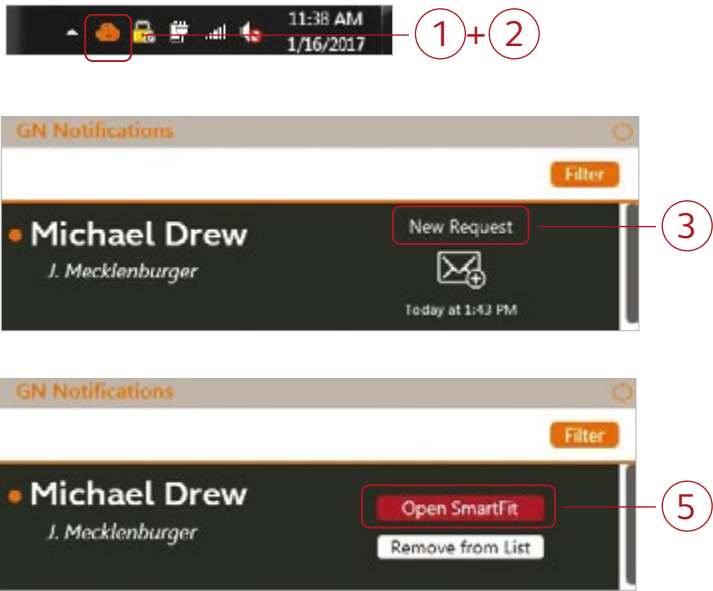




# Receiving a Remote Fine-tuning Request from a Patient

## Notification of Assistance Request

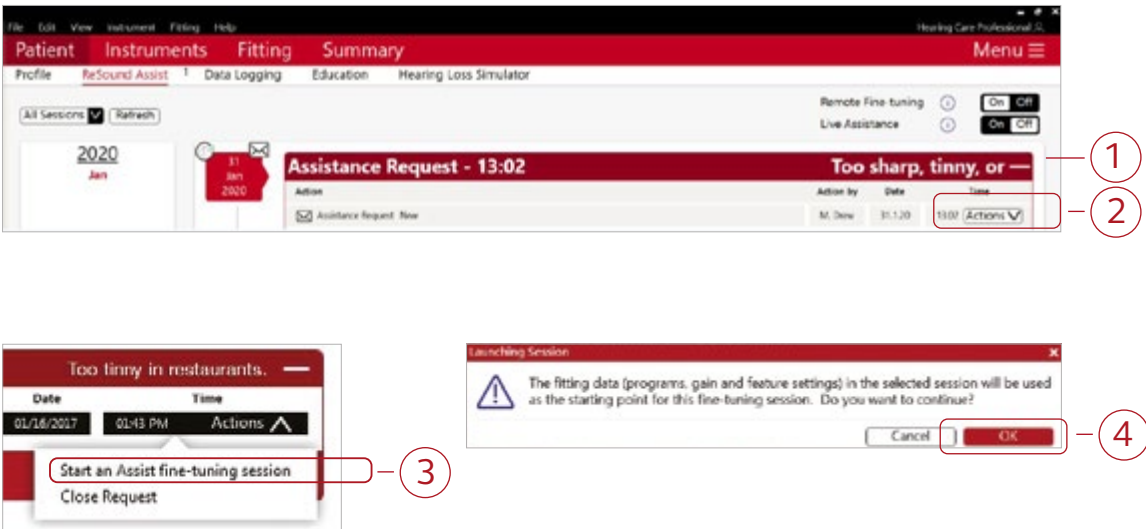
- 1. The number of requests received will appear in the cloud icon in the taskbar.
- 2. Click on the cloud icon to open the GN Notifications box. A list will appear if more than one request is received.
- 3. Click on 'New Request'. The options to either 'Open Smart Fit' or 'Remove from List' will appear.
- 4. If 'Remove from List' is selected, the request is deleted from the Notification Tray, but will still appear on the Patient's Timeline in ReSound Smart Fit.
- 5. Click on 'Open Smart Fit' to go directly to the Timeline within ReSound Assist for that particular patient.



You will also receive email notifications for remote fine-tuning requests for patients assigned to you in GN Online Services. To deactivate email notifications, go to the Patient section in GN Online Services.

## Starting a ReSound Assist Remote Fine-tuning Session from the Timeline

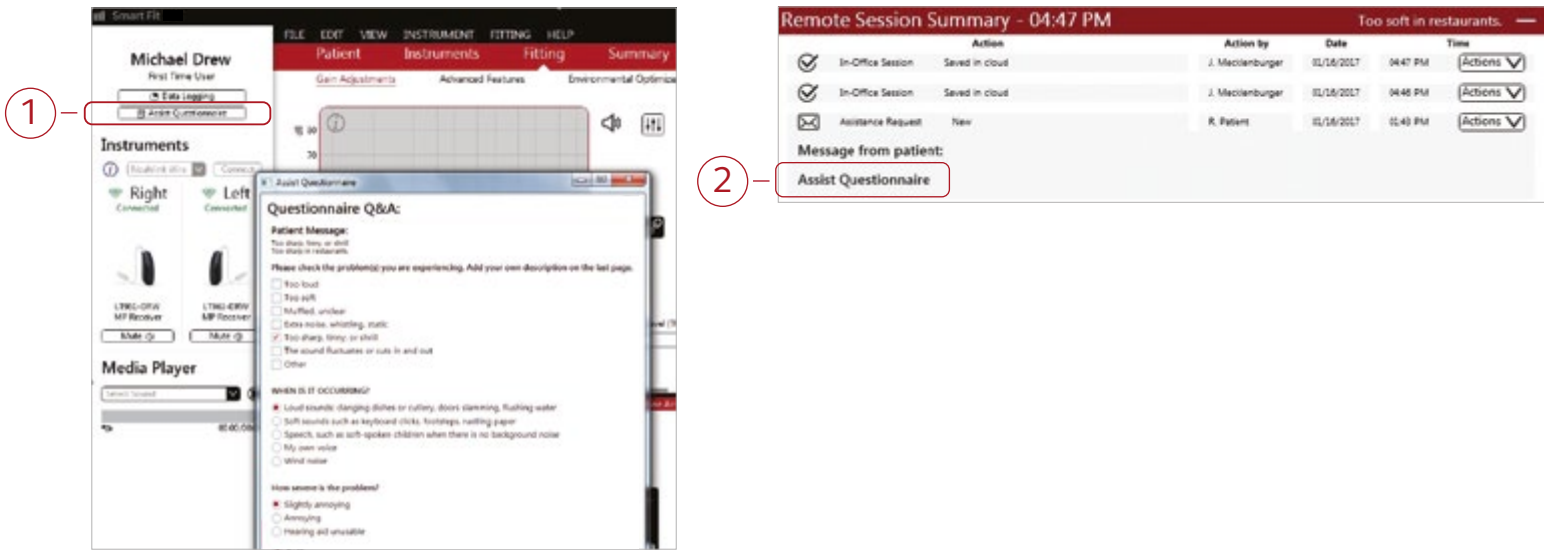
- 1. The request will now appear on the patient's Timeline in the ReSound Assist screen.
- 2. Click on 'Actions'.
- 3. Click 'Start an Assist fine-tuning session' or 'Close Request'.
- 4. If starting a fine-tuning session, a pop-up message will appear stating the selected session will be used as the starting point for the Assist session. Click 'Ok' to continue.



## View Patient's ReSound Assist Remote Fine-tuning Questionnaire

There are two ways to view the ReSound Assist Questionnaire sent by the patient via the ReSound Smart 3D app:

- 1. Click the 'Assist Questionnaire' box beneath the Data Logging box in the Sidebar. This will expand the questionnaire and enable it to be moved around the fitting screen during fine-tuning adjustments.
- 2. Click the 'Assist Questionnaire' which will appear after "Message from patient" in the Assistance Request on the Timeline. This will expand the questionnaire for viewing.



View Patient’s Preferred Settings

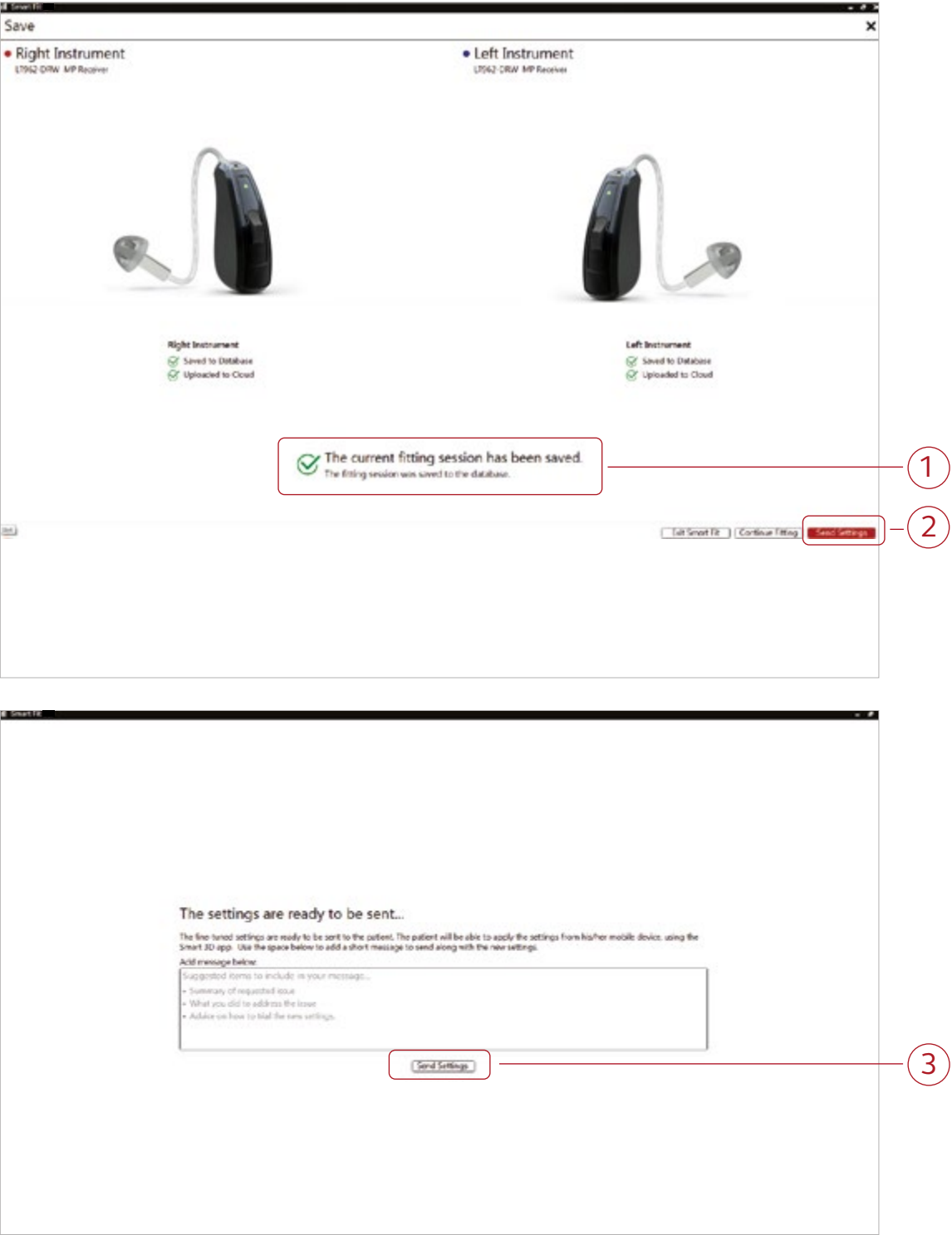
Click the ‘On’ toggle to View Patient Settings at the bottom right of the Fitting screen. This will enable viewing of the patient’s preferred settings in the app.

- 1. In the Gain Adjustments screen, the patient’s preferred settings are represented as green symbols.
- 2. In the Advanced Features screen, the patient’s preferred settings are represented as gray dots.
- 3. Fitting adjustments can be made from this information as well as from the Assist Questionnaire.
- (See previous section: View Patient’s Assist Questionnaire)
- 4. After making necessary adjustments, click ‘Save’ in the lower right corner of the Fitting Screen.



Prepare to Send Package

- 1. After saving in the Fitting screen, a message will appear stating that the current fitting session has been saved.
- 2. Click ‘Send Settings’ in the lower right corner.
- 3. A free text screen will appear. This allows the hearing care professional to compose a message to the patient. A summary of the changes can be included if desired. Click ‘Send Settings’ again.



Confirmation of Settings Sent

- 1. After sending the new settings to the patient, a message will appear stating “Settings successfully sent.”
- 2. A summary of actions can be viewed in the patient timeline.



Sending a Remote Fine-tuning without an Assistance Request

The hearing care professional can send a Remote Fine-tuning package to a patient without having received an Assistance Request.

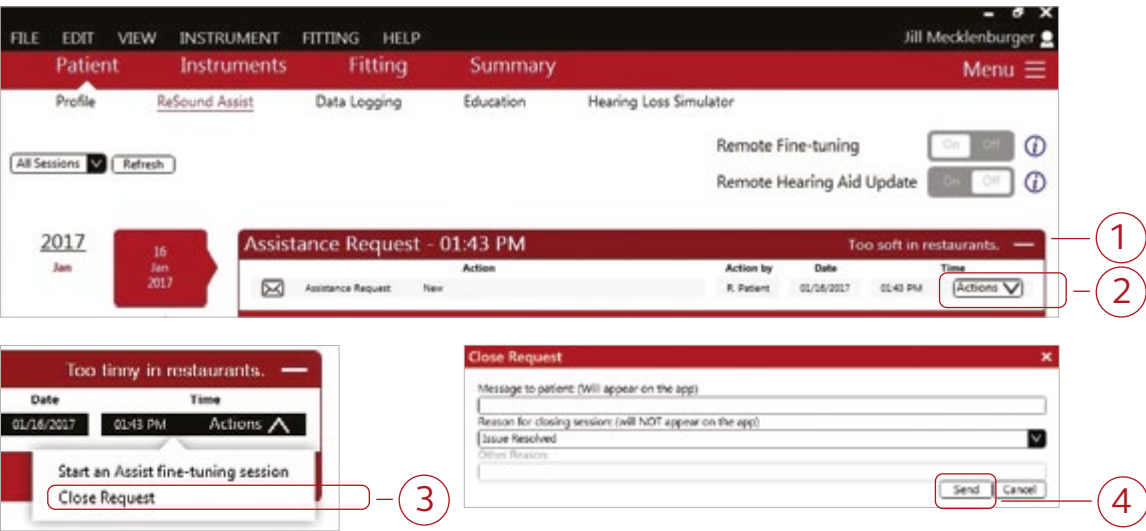
- 1. Access the patient fitting screen.
- 2. If you haven’t already, login to GN Online Services.
- 3. Follow the standard fitting procedure.
- 4. Save the fitting.
- 5. Choose ‘Send Settings’ on the Save screen as outlined in the previous section.

The patient will receive the package in the ReSound Smart 3D app and the Remote Session will appear on the patient’s timeline.

Closing the Remote Fine-tuning Assistance Request

After sending the settings, visit the patient timeline to close the request. The patient is allowed a maximum of five open requests in the ReSound Smart 3D app. Only the hearing care professional can close them.

- 1. Go to the Assistance Request on the patient’s timeline.
- 2. Click on ‘Actions’.
- 3. Click ‘Close Request’.
- 4. Enter a message for the patient and a reason for closing the request. Click ‘Send’.



ReSound Assist requests can also be closed from the Patients section in GN Online Services.



# ReSound Assist Live Assistance

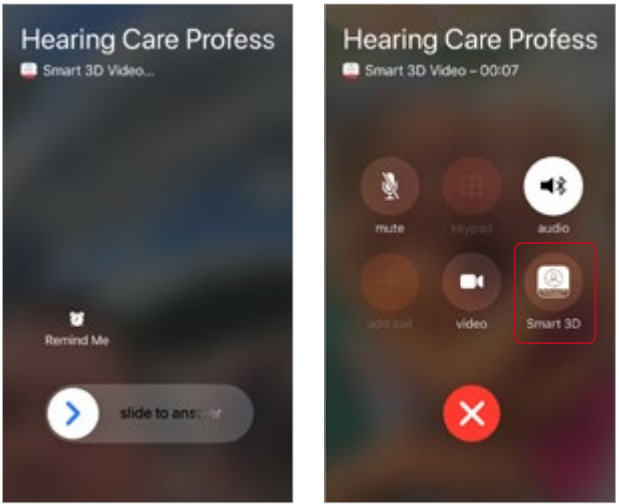
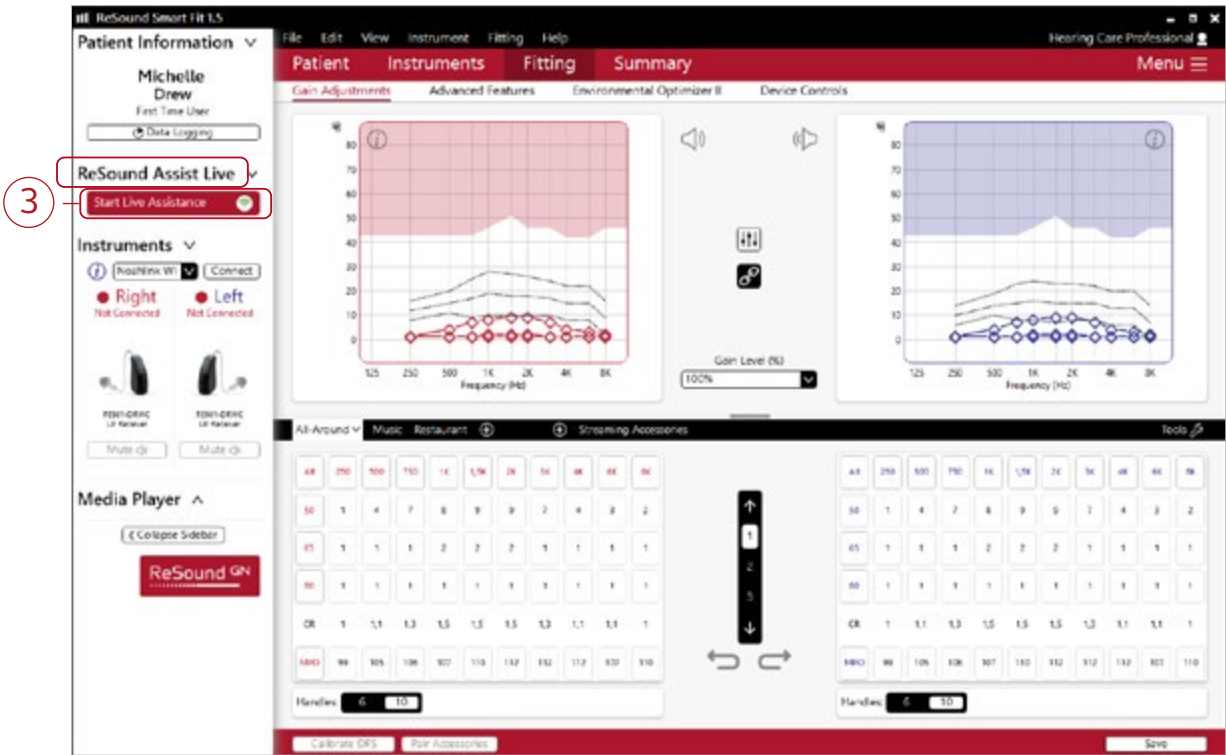
Adjustment of the tinnitus sound generator settings are currently not possible using Resound Assist Live Assistance. To adjust those settings please use ReSound Assist remote fine-tuning. (See previous instructions).

To use ReSound Assist Live Assistance the patient must be enabled and have approved the consent. (See above sections).

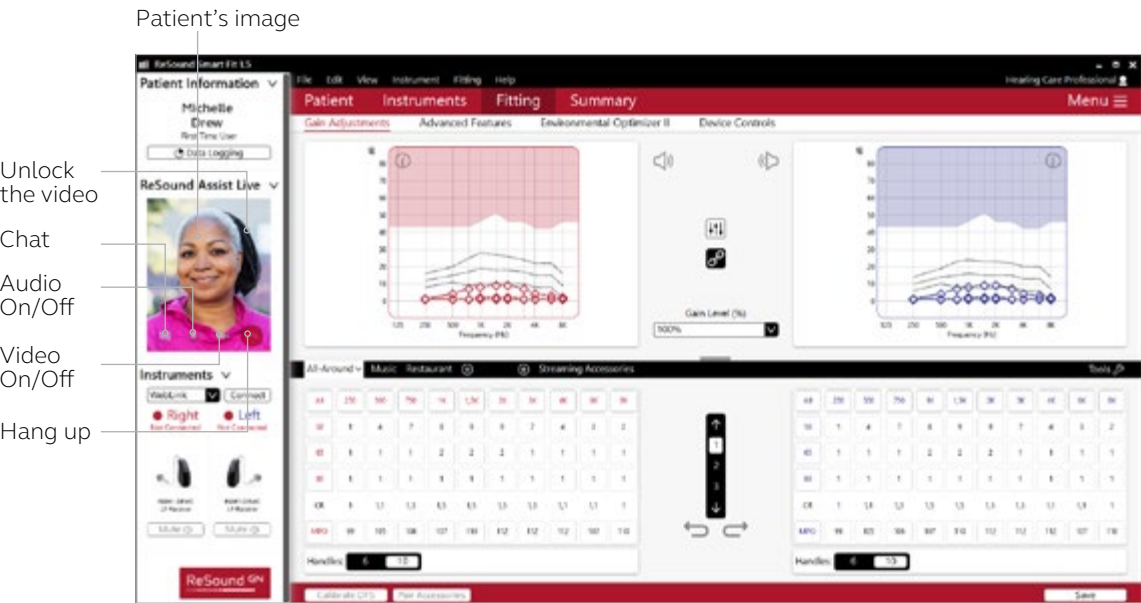
The patient must have their hearing aids paired with their smart phone, and ReSound Smart 3D app installed. They do not need to have the app open to receive the call.

Initiate the call

1. Start up fitting software in simulation, following the same first steps as in ReSound Assist remote fine-tuning.
2. Log in using your ReSound Assist credentials, if not already logged in.
3. Click on 'Start Live Assistance' to initiate the call with the patient. (Starts ringing on patient's mobile device without further warnings.)
4. Your patient must have the ReSound Smart 3D app installed, but does not need to have it open to receive the call.



You can start the conversation as soon as the patient answers your call. The patient can answer the call after unlocking, by clicking on 'Smart 3D'. After answering, audio will stream to the patient's hearing aids. During the call both you and your patient can click on the relevant icons, to enable or disable audio and/or video, initiate a chat, or hang up.



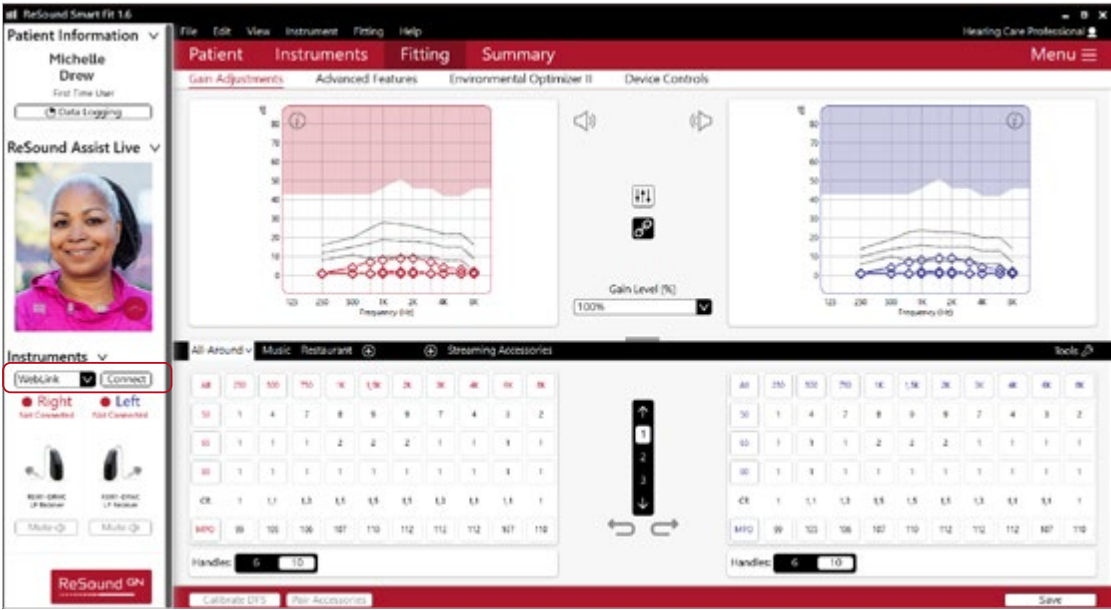
Chat  
Audio On/Off  
Video On/Off

Perform Live Assistance Fine-tuning

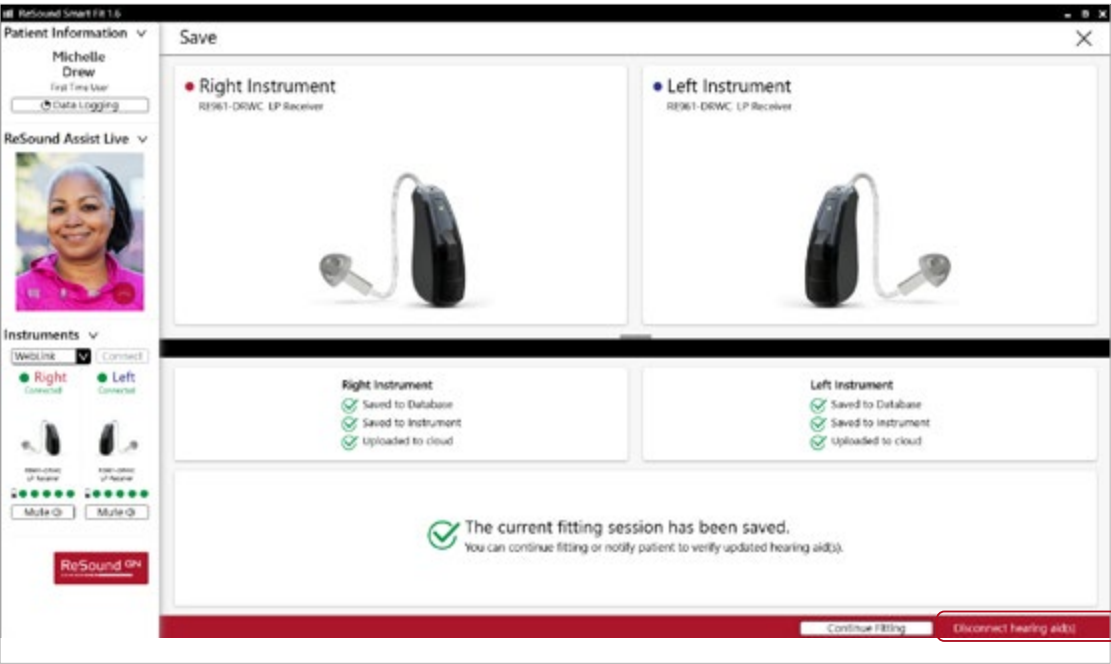
At this point, the fitting software prompts you to connect the hearing aids.



Click on 'Connect' in either the dialog box above or in the panel on the left side of the screen. Follow the connection flow. Throughout the connection, your patient will hear your voice through the phone's speaker instead of the hearing aids.

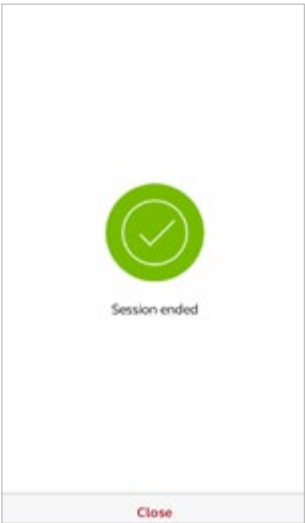


Continue with your fine-tuning. Your patient will hear the adjustments in the hearing aids live and can provide feedback right away. Your patient will still hear you through the phone's speaker.



Once done, save the new settings. Saving remotely will take longer than saving locally.

To apply the fine-tuning to your patient's hearing aids, click 'Disconnect hearing aid(s)'. This will reboot your patient's hearing aids without requiring the patient to take any action. Once done, the hearing aids are disconnected from the fitting software.



The Live Assistance session ends when you end the call with your patient. Your patient will be notified about this on the app.



If the patient ends the call, you will be notified with this prompt in the fitting software.



# Rate My Sound

Communication with patients shouldn't stop after a fine-tuning. The fitting performance rating system, Rate my sound, allows patients to give you real-world feedback about how they are adjusting to the new settings and if they need any follow-up fine-tunings. And you'll get their input, regardless of whether the fine-tuning was in-office or via ReSound Assist.

## Viewing patient's rating

- 1. Once a fitting or fine-tuned settings have been rated by the patient, an email notification will be received. If you would like to deactivate email notifications, go to the Patient section of GN Online Services.
- 2. The rating can be viewed within the ReSound Assist timeline. When a new assistance request has been sent along with the Rate my sound rating, the new request will appear as the latest action in the timeline and the rating will be found below it.
- 3. If you would like to generate a new set of fine-tuned settings at this time, follow the steps in "Starting an Assist fine-tuning session from the timeline" section of this document.

20 Feb 2018

In-Office Session - 11:57 AM

Rating: Not satisfied yet

Action	Action by	Date	Time
<div><div></div><div>Rate my sound</div><div>Not satisfied yet</div></div>	J. Snow	2/20/2018	11:57 AM <div>Actions</div>
<div><div></div><div>In-Office Session</div><div>Saved in cloud</div></div>	C. Chan	2/13/2018	11:35 AM <div>Actions</div>

20 Feb 2018

In-Office Session - 11:57 AM

Rating: Not satisfied yet

Action	Action by	Date	Time
<div><div></div><div>Rate my sound</div><div>Not satisfied yet</div></div>	J. Snow	2/20/2018	11:57 AM <div>Actions</div>

Rating information from patient

How satisfied are you with your sound settings?

Disatisfied

Not satisfied yet

Satisfied



Like you, we place people with hearing loss at the heart of everything we do. Together we can create a world where more people with hearing loss successfully adapt to a life with hearing instruments – one that makes them feel more involved, connected and in control. ReSound® empowers people to hear more, do more and be more than they ever thought possible.

ReSound is part of the GN Group – pioneering great sound from world-leading ReSound hearing instruments to Jabra office headsets and sports headphones. Founded in 1869, employing over 5,000 people, and listed on NASDAQ OMX Copenhagen, GN makes life sound better.

Find out how you can help your patients get the most out of their hearing experience at [pro.resound.com](https://pro.resound.com)

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