

ReSound Assist: Live Assistance Checklist

ReSound GN

Made for
iPhone | iPad | iPod

Supported Devices:

- | | | |
|---|--|--|
| <input type="checkbox"/> ReSound ONE | <input type="checkbox"/> ReSound ENZO Q | <input type="checkbox"/> ReSound ENZO 3D |
| <input type="checkbox"/> ReSound LiNX Quattro | <input type="checkbox"/> ReSound LiNX 3D | |

Setting up your clinic to use Live Assistance: Technical requirements

- Completed GN Online Services (GNOS) Registration
- PC camera or external camera (webcam)
- PC microphone and speakers or headset
- ReSound SmartFit 1.8 or newer fitting software
- Plug in Noahlink Wireless

Setting up your patient to use Live Assistance: Technical requirements

- Enable Live Assistance toggle to 'ON' in ReSound Smart Fit for eligible patients
- Apple® device with iOS v12 or newer
 - Minimum iPhone 5S or newer
 - Minimum iPad mini 2, iPad Air, iPad Pro and iPad 5th generation or newer
- Compatible Android phone capable of OS v8 or later version
- ReSound Smart 3D app v1.8 or newer (Android or Apple)
- Patient must have consented in the app to Terms and Conditions as well as Part A (Part B is optional).
- Grant permission in app for use of camera and microphone
- Strong Wi-Fi connection
- Use ReSound Smart 3D app checklist to verify the patient is ready for the call (My ReSound > Live Assistance)

ReSound Assist Live Assistance - Simple steps

1. Simulate fitting from patient's ReSound Smart Fit launcher screen
2. Sign into GNOS
3. Initiate Live Assistance call to patient
4. Patient accepts call
5. Connect devices
6. Make any needed programming adjustments
7. Save settings and disconnect
8. End Live Assistance call

Training Resources

- Individual or clinic-wide web conferencing with CEUs, if requested
- Audiology Online library of courses: <https://www.audiologyonline.com/audiology-ceus/resound/>
- In clinic for hands-on experience

Webpages

- Professional: <https://pro.resound.com/en-us/products/assist>
- Patient: <https://www.resound.com/en-us/hearing-aids/assist>

Video support

- [ReSound Assist Live Assistance: How it works](#)
- [ReSound Assist Live Assistance: What do hearing care professionals think](#)

Manufacturer according to FDA:

ReSound Government Services

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