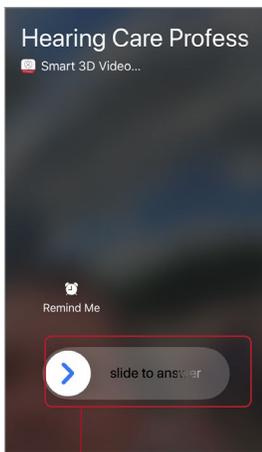


ReSound Assist Live Assistance Quick Guide

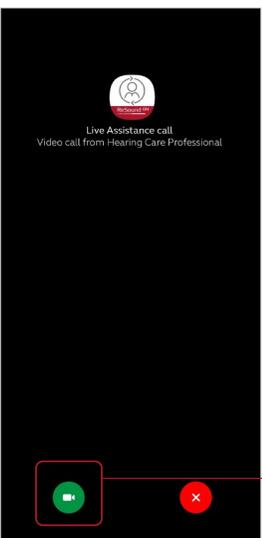
1. Your hearing care professional will initiate the Live Assistance call. If your Apple® smart device is locked, swipe to answer the call or tap **Accept**. Android™ users simply tap the green video icon.
2. Tap the ReSound Smart 3D icon to enable video access. 
3. Once connected, you will see your hearing care professional on the screen. While your hearing care professional is making adjustments to your hearing aids, you will hear his or her voice through your smart device's speaker instead of your hearing aids. At any time, you can select any of the available icons to initiate a chat, turn on or off audio and video or hang up the call.
4. You will see a progress bar appear at the bottom of the screen as your hearing aids are being updated.
5. Once the session has ended, your hearing aids will automatically reboot and you will receive a 'Session ended' notification on your phone. Tap **Close** to enjoy your new settings.

Apple users

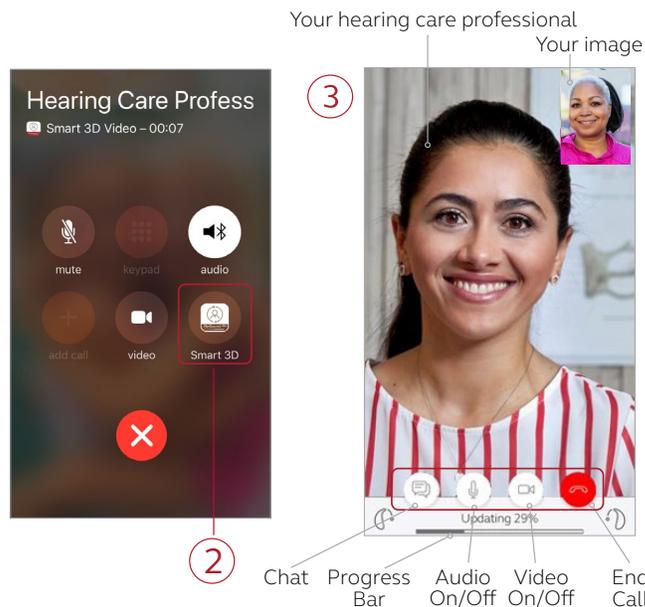


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Android users



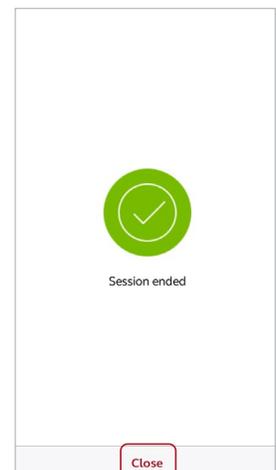
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ReSound Assist Live Assistance Checklist

To use ReSound Assist Live Assistance, you need to ensure you meet the minimum requirements:

Hearing Aids

- ReSound ONE
- ReSound LiNX Quattro
- ReSound ENZO Q
- ReSound LiNX 3D
- ReSound ENZO 3D
- ReSound Key

Smart Device

- Apple® device running iOS 12 or newer
- iPhone 5S or newer
- iPad mini 2, iPad Air, iPad Pro and iPad 5th generation or newer
- Android™ device running Android 8 or newer

ReSound Smart 3D app

- Version 1.11 or newer

Direct streaming requirements from Android devices:

- Direct streaming to Android devices is available with ReSound ONE, ReSound LiNX Quattro, ReSound ENZO Q, and ReSound Key.
- Direct streaming requires ASHA-compatible Android device running Bluetooth 5.0 and Android v10 or newer. ReSound cannot guarantee full direct streaming compatibility with all Android devices.

Before your Live Assistance appointment, please ensure:

- You have downloaded the latest version of the ReSound Smart 3D™ app and your hearing aids are paired to your smart device.
- You are in a location with a strong Wi-Fi connection.
- You insert fresh batteries into your hearing aids. If you have rechargeable hearing aids, make sure the batteries are fully charged.
- You have at least 50% battery on your compatible smart device.
- Apple device Audio Routing is set to 'Automatic' to hear audio through the hearing aids or set to 'Never Hearing Devices' to hear audio through the phone speaker. To check the settings on your smart device, open: **Settings > Accessibility > Hearing Devices > Audio Routing > Call Audio > select Automatic OR Never Hearing Devices.**

For a full readiness checklist, open the ReSound Smart 3D app and select: **My ReSound > Live Assistance.**



Manufacturer according to FDA:

GN ReSound North America

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resound.com

ReSound Government Services

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