

**ReSound GN**

ReSound Assist Live Assistance

## Remote in-ear hearing assessment

Your hearing care professional will provide you with a pair of hearing aids in order to complete a remote in-ear hearing assessment. Here are some steps to complete once you receive your hearing aids to ensure that you are ready for your remote assessment.

Once you get your hearing aids:

### 1. Insert or charge hearing aid batteries.

To insert a new battery, open the battery door along the bottom of the hearing aid. Remove the foil from the new battery and wait two minutes. Place the battery in the battery door with the positive side facing upwards. Close the battery door.

If you have rechargeable hearing aids, plug your hearing aid charger into a wall plug. Insert your hearing aids into the hearing aid charger bay. If inserted correctly, the LED lights on the hearing aids will pulse during the charging process.

### 2. Pair your hearing aids to your smart device.

Your hearing aids will need to be paired to your smart device in order to communicate with your hearing care professional throughout the remote appointment.

- Begin by turning your hearing aids off, or placing your rechargeable hearing aids in the charger.
- Using your smart device, ensure Bluetooth is 'On' before pairing.
- Tap **Settings > Bluetooth** and turn the toggle to 'On'.
- Go back to the main Settings menu and tap **Accessibility > Hearing Devices**.
- Turn your hearing aids back on, or remove your rechargeable hearing aids from the charger so your smart device can detect them.
- Once connected, select your hearing aids under MFi Hearing Devices.
- Tap **Pair**.



### 3. Download the ReSound Smart 3D app on your smart device.



In order for your hearing care professional to make adjustments to your hearing aids during the Live Assistance appointment, you will need to have the ReSound Smart 3D app installed on your smart device.

- Open the App store icon on your smart device.
- Tap **Search** in the app navigation menu.
- Type “ReSound Smart 3D” into the search bar.
- Tap **Get**, then confirm or double tap to **Install** the ReSound Smart 3D app.
- Open the app on your smart device and tap **Get Started**.
- Follow the on-screen instructions to connect your hearing aids.

## Before your remote hearing aid assessment appointment

### 4. Review your ReSound Assist Live Assistance Quick Guide.

Review your ReSound Live Assistance Quick Guide to make sure you are ready for your Live Assistance appointment and know what to expect once the call begins. You can also view a full readiness checklist with the ReSound Smart 3D app to make sure you meet the minimum technical requirements: **ReSound Smart 3D app > My ReSound > Live Assistance.**

## During your remote hearing aid assessment appointment:

### 5. Put on your hearing aids.

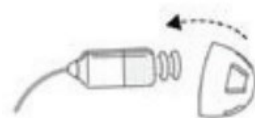
To insert, hang the hearing aid over the top of the ear. Push the dome far enough in your ear canal far enough so the receiver tube lies gently against your head. Your hearing care professional will double check they are on correctly prior to beginning the hearing assessment.

## After your remote hearing aid assessment appointment:

### 6. Replace your hearing aid domes.

You may need to replace the domes on your hearing aids after your hearing assessment. If your hearing care professional provided you with additional domes, follow the instructions below to install them.

- To remove the dome, gently pull the dome back and forth until it releases.
- Push the new dome over the ribbed flanges on the receiver (shown).
- Ensure the dome completely covers both flanges.



Your hearing care professional will initiate your ReSound Assist Live Assistance remote session at your appointment time.

Visit [resound.com/remote-testing](https://resound.com/remote-testing) for more information and video tutorials.

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