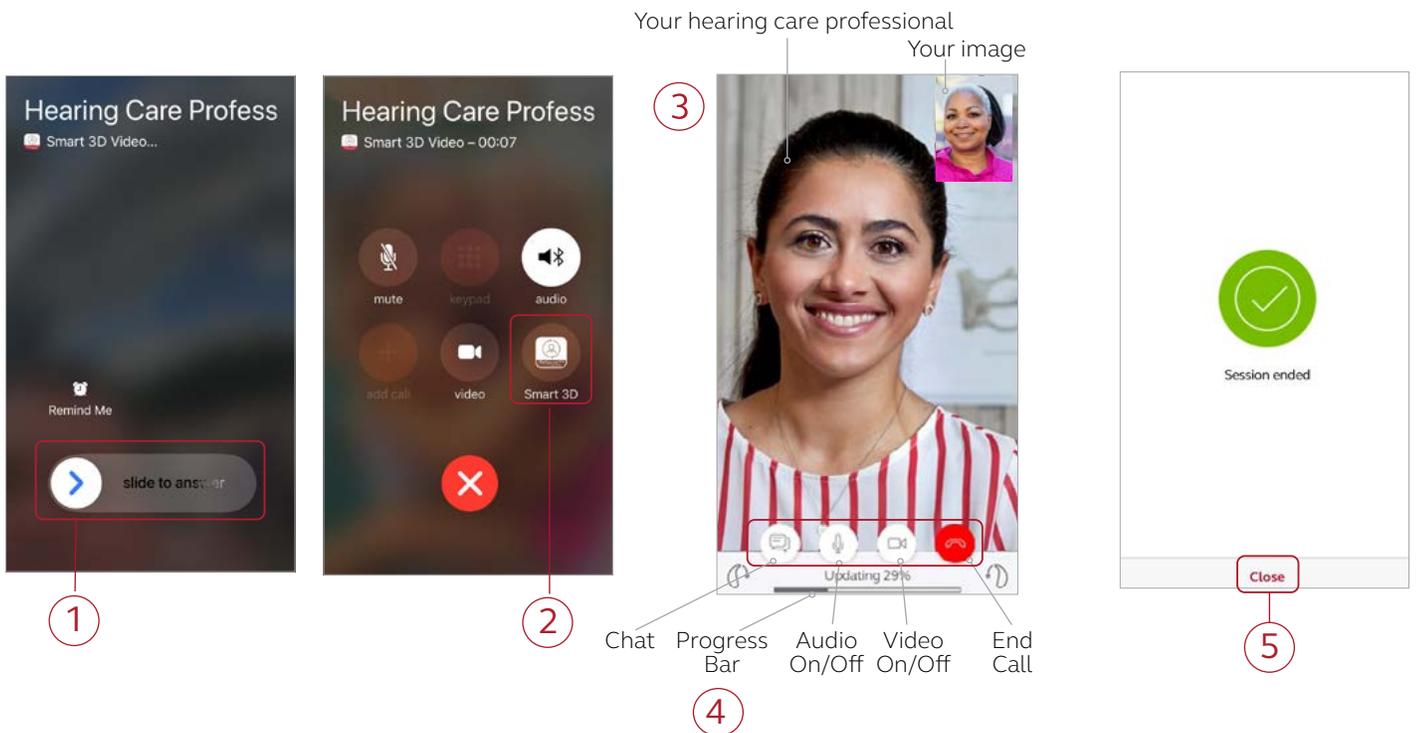


ReSound Assist Live Assistance Quick Guide

1. Your hearing care professional will initiate the Live Assistance call. If your smart device is locked, swipe to answer the call or tap **Accept**.
2. Tap the 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.



ReSound Assist

Live Assistance Checklist

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.
- 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.



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