



ReSound GN

ReSound Assist quick guide

A guide for professionals



How to complete a ReSound Assist fine-tuning

This quick guide provides an overview of how to perform a ReSound Assist fine-tuning with ReSound Smart Fit fitting software and the ReSound Smart 3D app. A ReSound LiNX 3D 961 wireless binaural fitting is used as the example. Please note that feature availability will vary by product family and technology level. Features shown in this guide may not apply to your selected product.

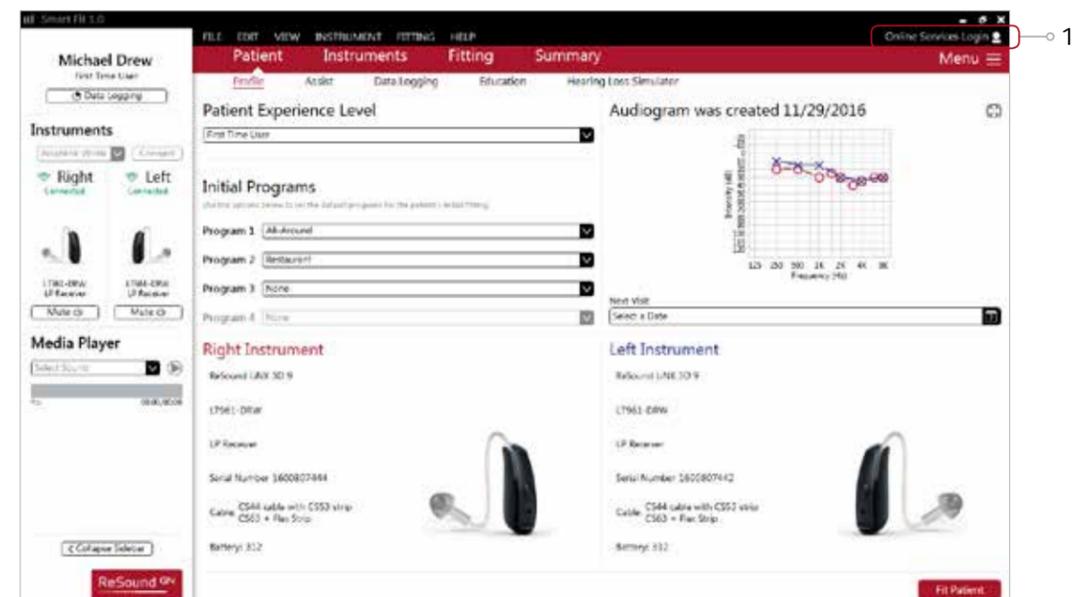
Getting started

Connect hearing aids 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

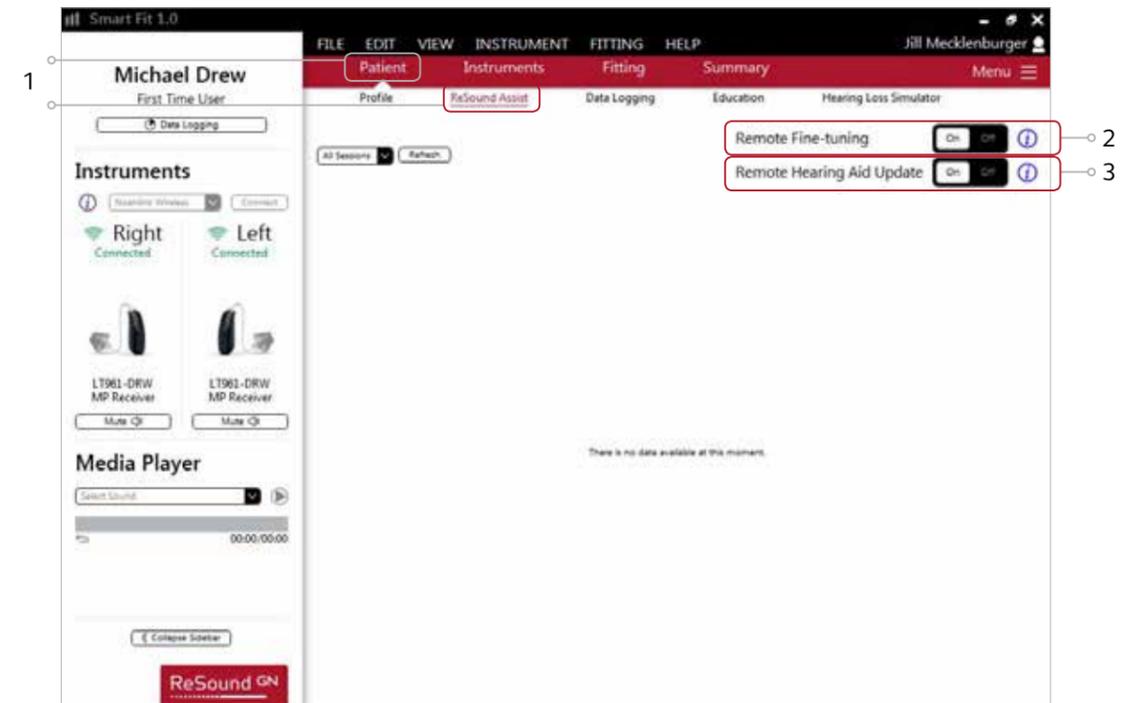
In order to sign in, the hearing aids must be identified and connected in the ReSound Smart Fit software. The fitter must be a registered user of GN Online Services.

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



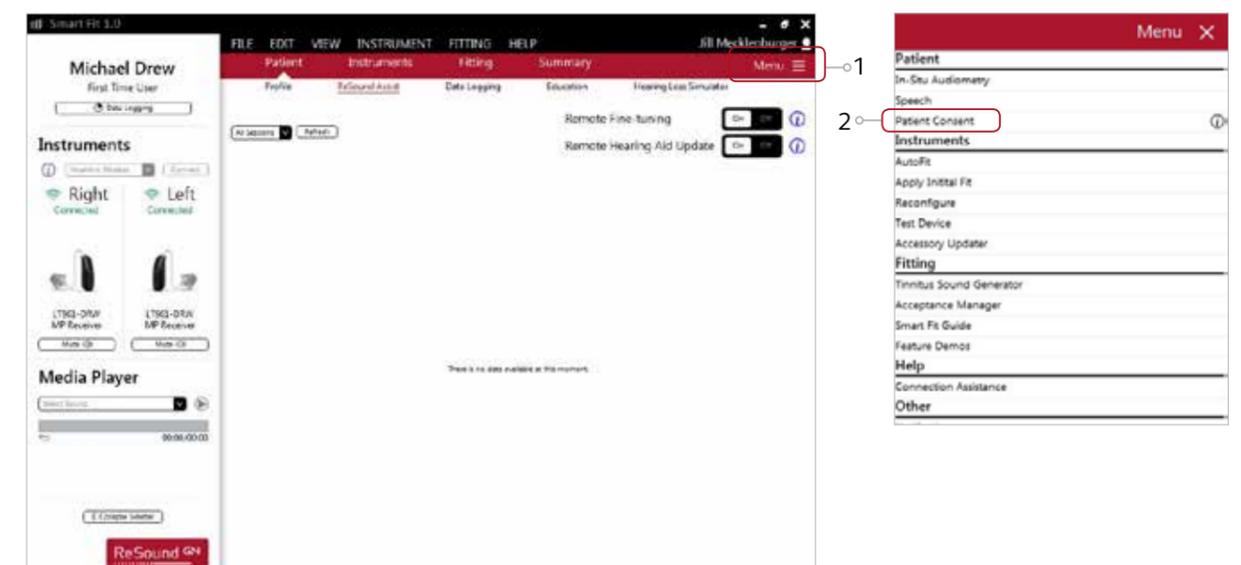
Activate remote fine-tuning

1. From the Patient screen, select ReSound Assist from the lower navigation row.
2. Click the 'On' toggle to activate Remote Fine-tuning.
3. Also click the 'On' toggle for Remote Hearing Aid Update to activate patient receiving remote updates to their hearing aid firmware.



Select patient consent from menu

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



Activate consent

1. Click 'Start Consent'

Patient Consent Needed

The sharing of health information needs patient consent every 12 months. Please read the document below and click continue.

Introduction

The purpose of this document is to allow you to take full advantage of all the features and functionalities in your hearing instruments manufactured by GN Hearing. To realize all the benefits from these advanced hearing instruments, your hearing care professional and GN Hearing must be able to receive and handle information related to your hearing loss via the GN Online Services.

When using the GN Online Services, information related to your hearing loss will be transmitted to enable direct communication, remote fine tuning and other services that enable you to hear more, do more and be more.

It is required by law that the manufacturer of your hearing instruments, GN Hearing, and your hearing care professional receive a consent from you prior to processing your personal information. All your information will be handled carefully, securely, and in accordance with the law. If you wish to review your personal information, or should you later wish to withdraw your consent, this can be done at any time. Details on information collection and purposes for processing are included below.

Declaration of client consent to

Print Consent

Start Consent

Reject & Save

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

Patient Consent Needed

The sharing of health information needs patient consent. Please check the box below and continue saving.

1

Accept and agree to the items identified, described and contained in SECTION ONE below

SECTION ONE

I consent to my Hearing Care Professional's disclosure to Manufacturer and onward transfer of the personal information in accordance with the description in the previous sections, including, but not limited to, types of personal information (incl. hearing impairment and other health information), purposes, recipients, etc. until I withdraw my consent to the disclosure or it lapses under applicable local laws:

I release my Hearing Care Professional from his/her obligation to maintain medical confidentiality within the boundaries of this consent form.

I agree to the processing of my personal information, including health information, and to the processing of uniquely identifying information (if any) for the following purposes and on the terms described in the "Privacy Information" section:

Processing and handling my remote request for remote fine tuning of my hearing instrument

Reject & Save

Previous

Agree

3. Enter patient's name and email address for the consent to be sent via email. Should the patient not have an email address, the fitter's email address may be used. Use the 'Print Consent' button to print a copy for the patient. It is also advised that a signed copy be kept in the patient's record.

Patient Consent Summary

Please print and sign the document below. This should be kept in the Hearing Care Professionals records.

Print Consent

First Name: Remote Last Name: Patient Patient Email: patient@email.com

Introduction

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Declaration of client consent to

Move cloud icon to taskbar

The orange cloud icon should be visible in the taskbar so that the fitter will know when requests for assistance are received.

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.



Sending an assistance request from the ReSound Smart 3D app

A patient wearing ReSound Smart Hearing aids with Remote Fine-tuning activated will be able to send an Assistance Request from their ReSound Smart 3D app. The following steps outline this procedure.

Patient making adjustments in the ReSound Smart 3D app

The patient may make their own adjustments in the ReSound Smart 3D app.

1. In this example, the patient makes adjustments to the Restaurant program.
2. The patient uses the Sound Enhancer feature to increase low frequencies (Bass) and reduce high frequencies (Treble) in restaurant environments. The patient has also set the Noise Reduction to Strong.
3. The patient finds the sound quality of their adjustment to be beneficial and wishes to make a permanent change to their Restaurant program to incorporate these changes.

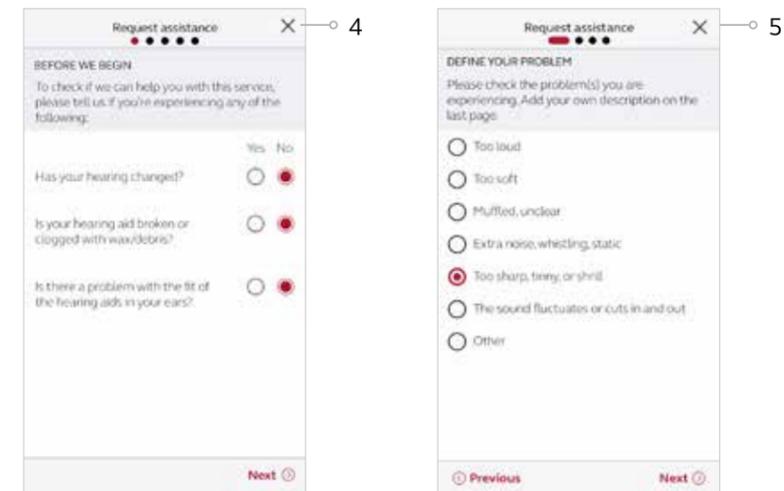


Assistance request is initiated

1. The patient clicks the 'My ReSound' button.
2. 'Request Assistance' is selected
3. An overview of the Assistance Procedure is shown.

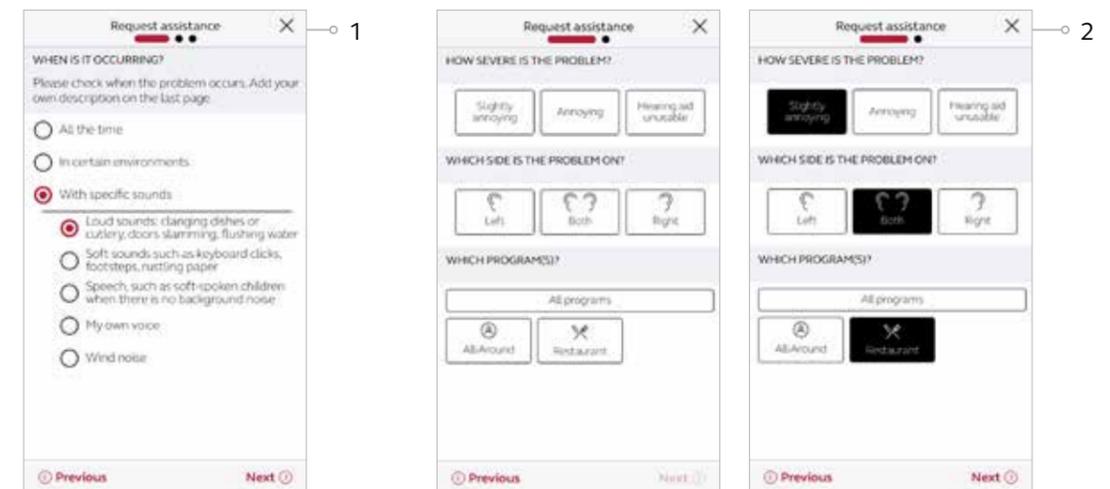


4. Questions are asked about hearing and hearing aid status.
5. Choices are presented for possible sound quality complaints.



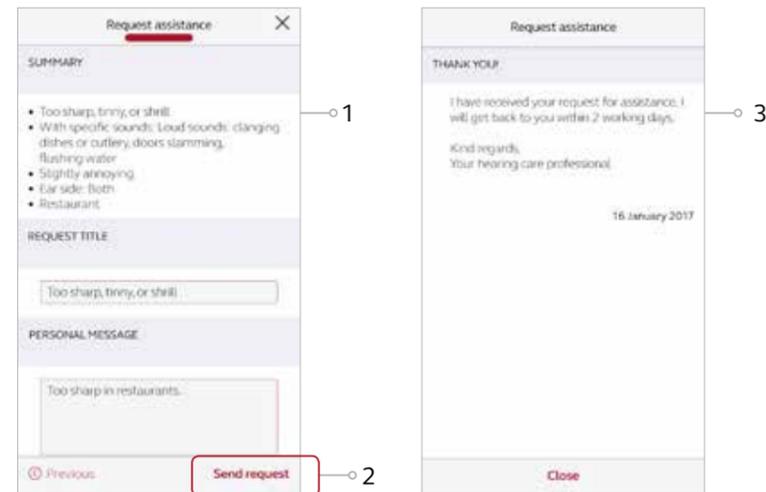
Assistance request is defined further

1. The patient identifies the environment or the specific types of sounds which are contributing to their problem.
2. The patient specifies the severity of the problem, which ear is affected, and in which program(s) they're experiencing the problem.



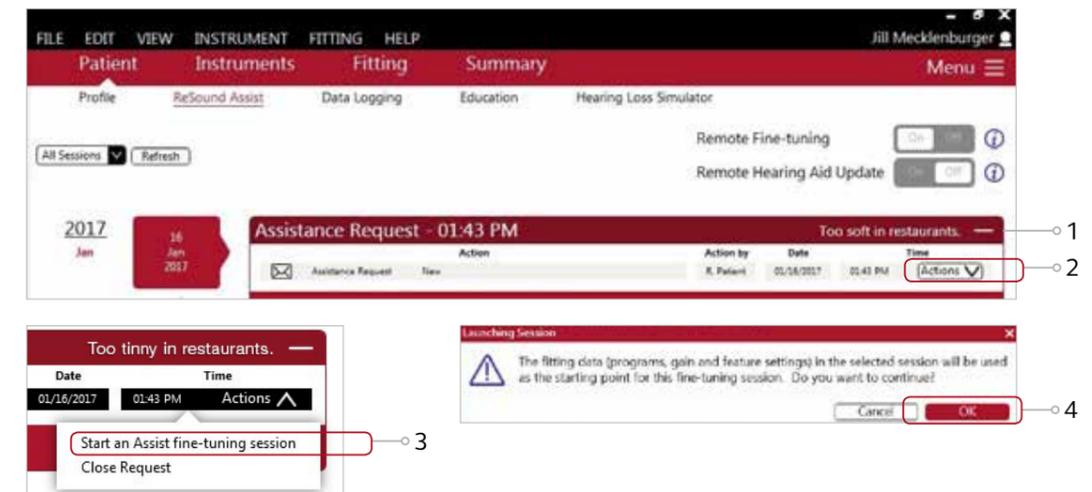
Assistance request is finalized and sent to HCP

1. A summary screen is shown in which the patient is able to review the details of their problem, as well as enter a title for the request and add a personal message.
2. The patient clicks 'Send request' to send the Assistance Request to their hearing care provider.
3. A message appears in the app, confirming that the request was sent and displaying the auto-reply with expected response time previously created for your business in GN Online Services.



Starting an Assist fine-tuning session from the timeline

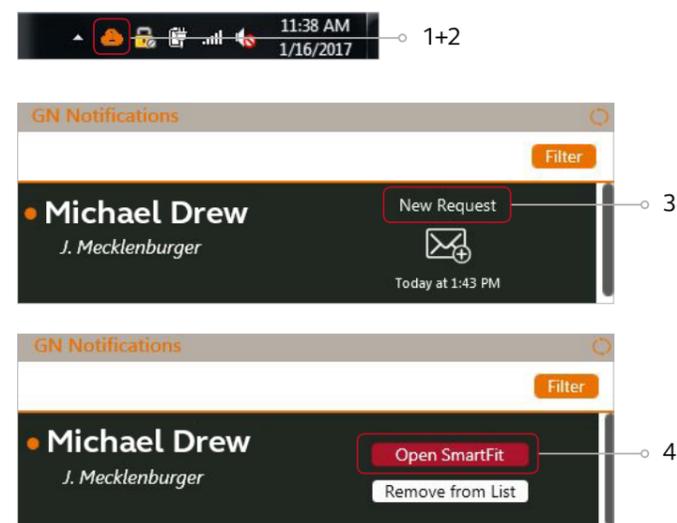
1. The Assistance request will now appear on the patient's timeline in the ReSound Assist screen.
2. Click on 'Actions' to select the option of either 'Start an Assist fine-tuning session', or 'Close Request'.
3. Click 'Start an Assist fine-tuning session'.
4. A pop-up message will appear stating that the selected session will be used as the starting point for the Assist session. Click 'OK' to continue.



Receiving an assistance 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.

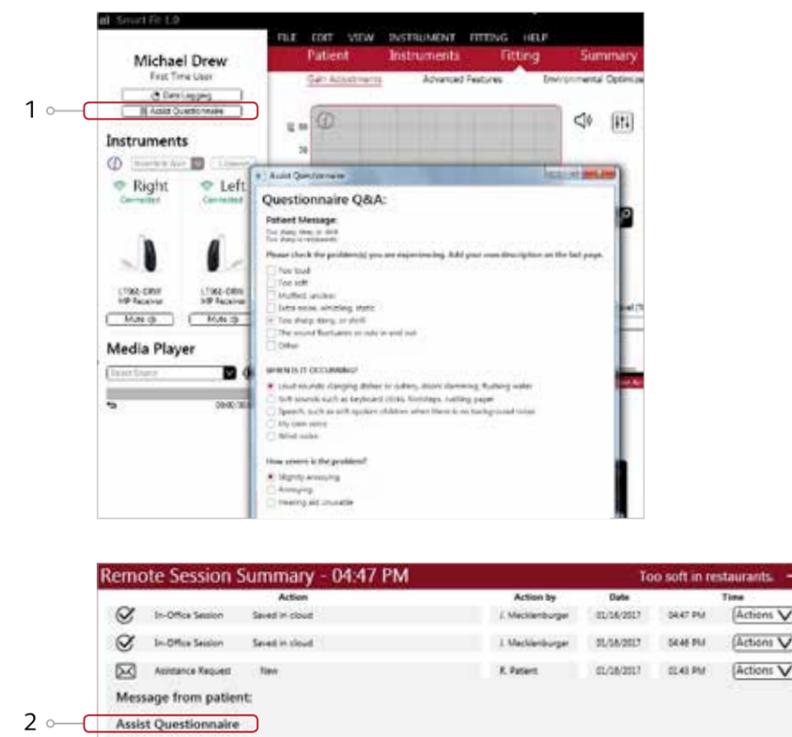


You will also automatically receive email notifications for Assistant requests. To deactivate this feature, go to the Patient section in GN Online Services.

View patient's Assist questionnaire

There are two ways in which the Assist Questionnaire sent by the patient from the ReSound Smart 3D app can be viewed:

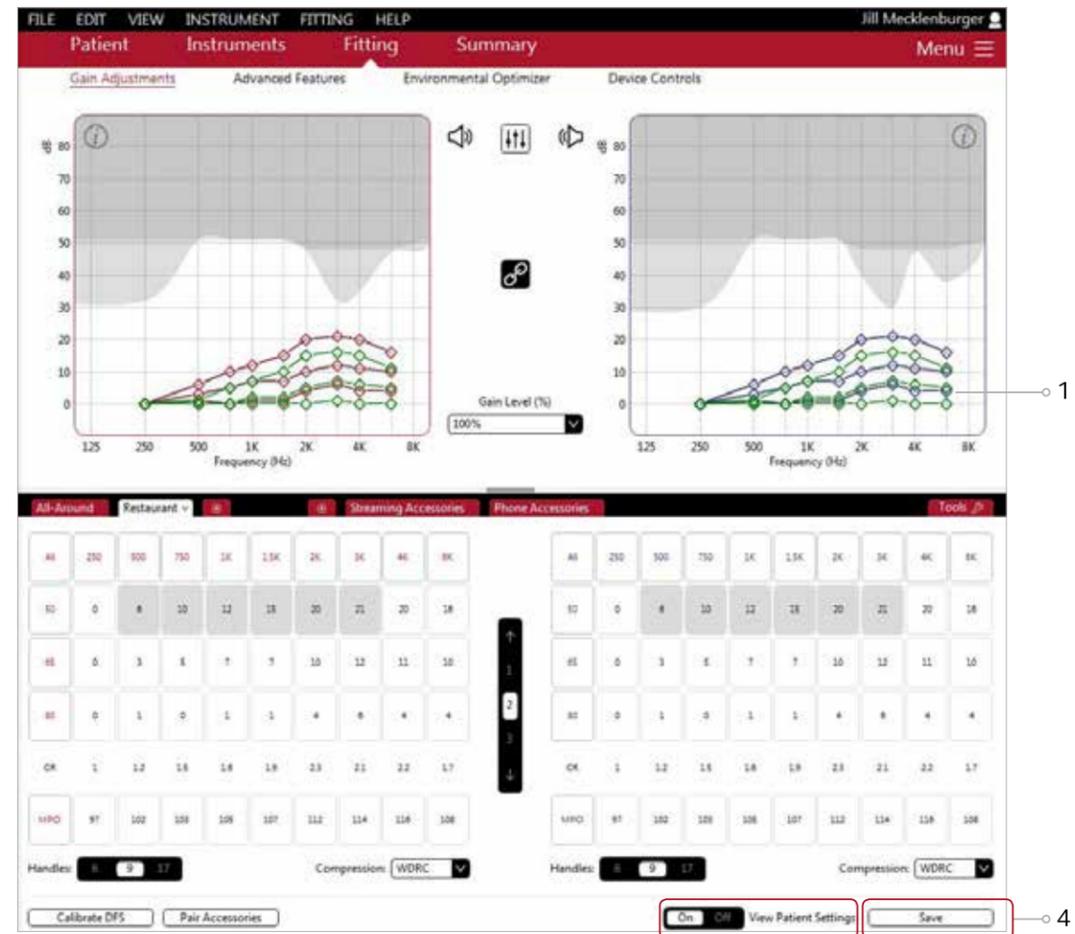
1. Click the 'Assist Questionnaire' box beneath the Data Logging box in the sidebar. This will expand the questionnaire and also enable it to be moved around the fit screen during fine-tuning adjustments.
2. Click the 'Assist Questionnaire' which will appear after 'Message from patient' in the Assistance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



View patient's preferred settings

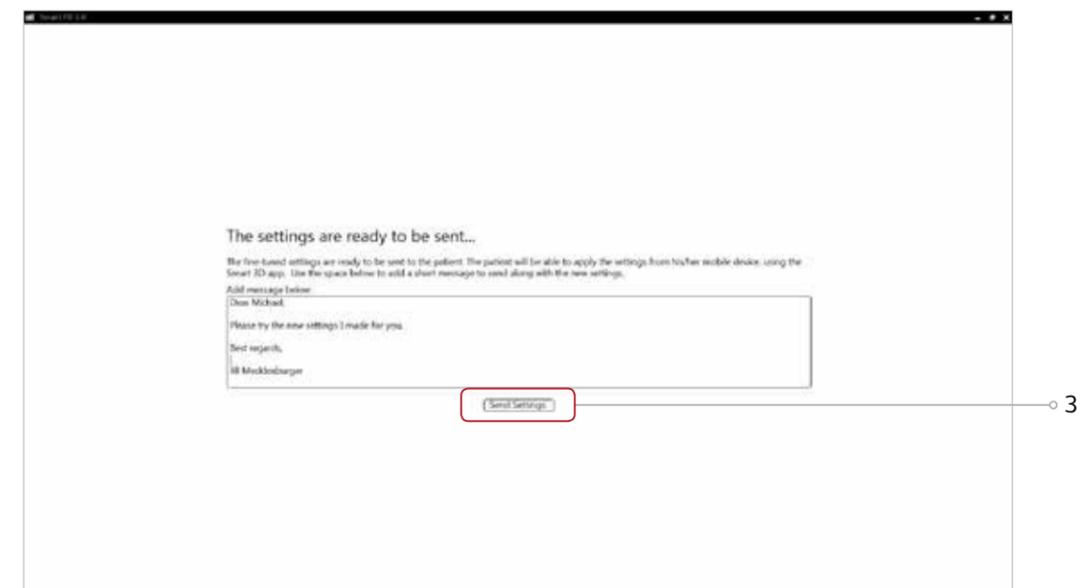
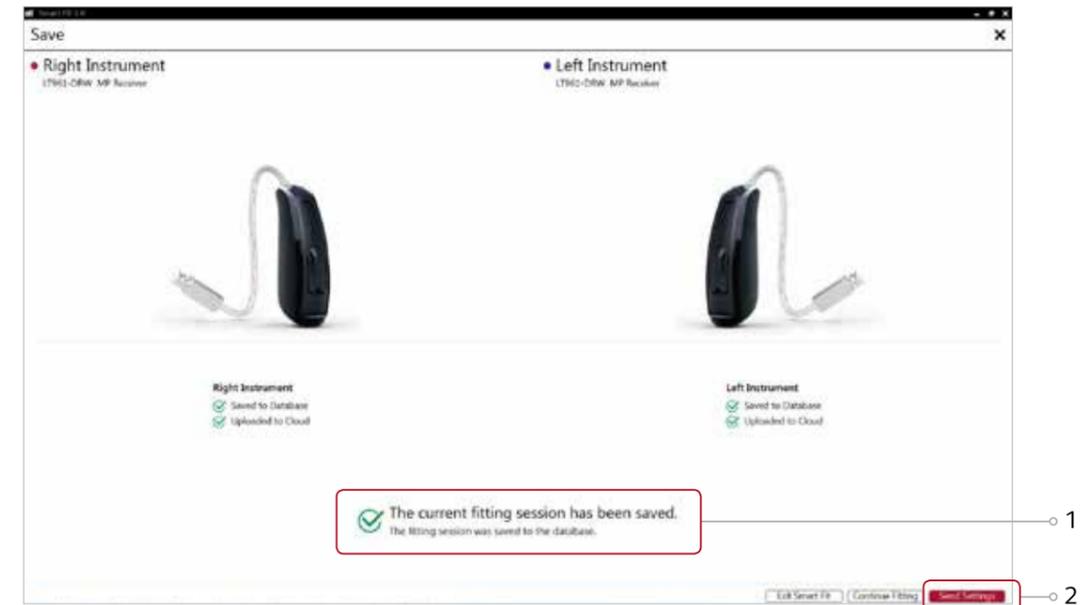
Click the 'On' toggle for View Patient Settings at the bottom of the Fitting screen. This will enable viewing of the patient's preferred adjustments to settings in the app.

1. In the Gain Adjustments screen, patient settings are represented as green symbols.
2. In the Advanced Features screen, patient settings are represented as grey dots on the settings.
3. Fitting adjustments can be made from this information as well as from the Assist Questionnaire. (See 'View Patient's Assist Questionnaire' on previous page)
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 fitter to compose a message to the patient. A summary of the changes made can be included if desired. Click 'Send Settings' again.



Confirmation of settings sent

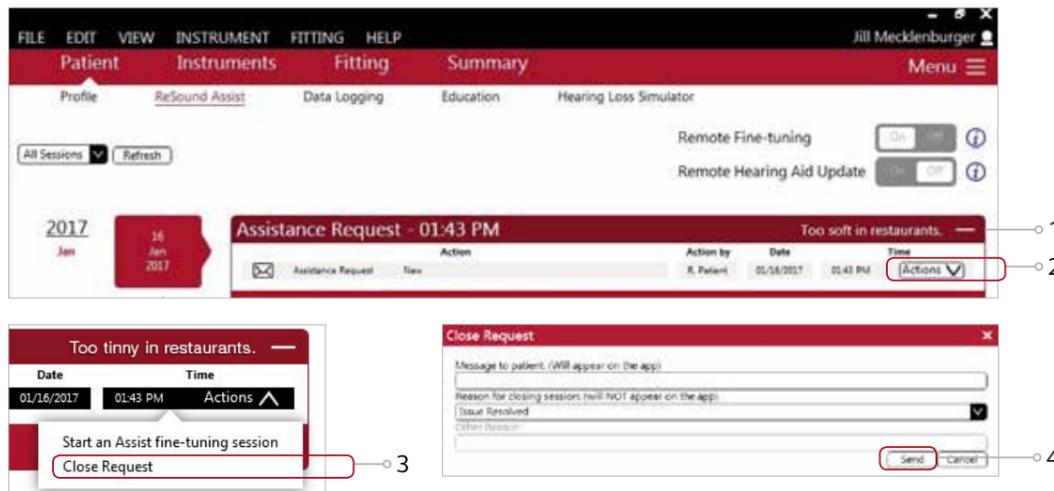
1. After sending the settings with new adjusted settings back to the patient, a message will appear stating 'Settings successfully sent'.
2. A summary of the actions taken can be viewed in the patient timeline.



Closing the Assistance request

After sending the package, go to the patient timeline to close the request. The patient has a maximum of 5 open requests in the ReSound Smart 3D app and only the fitter can close them.

1. Go to the Assistance Request on the patient's timeline.
2. Click on 'Actions' to select the option of either 'Start an Assist fine-tuning session', or 'Close Request'.
3. Click 'Close Request'.
4. Enter message for patient and reason for closing the request. Click 'Send'.



You also have the option to close requests from the Patients section in GN Online Services.

Sending a Remote Fine-tuning without an Assistance request

The fitter can send a Remote Fine-tuning to a patient without having received an Assistance Request.

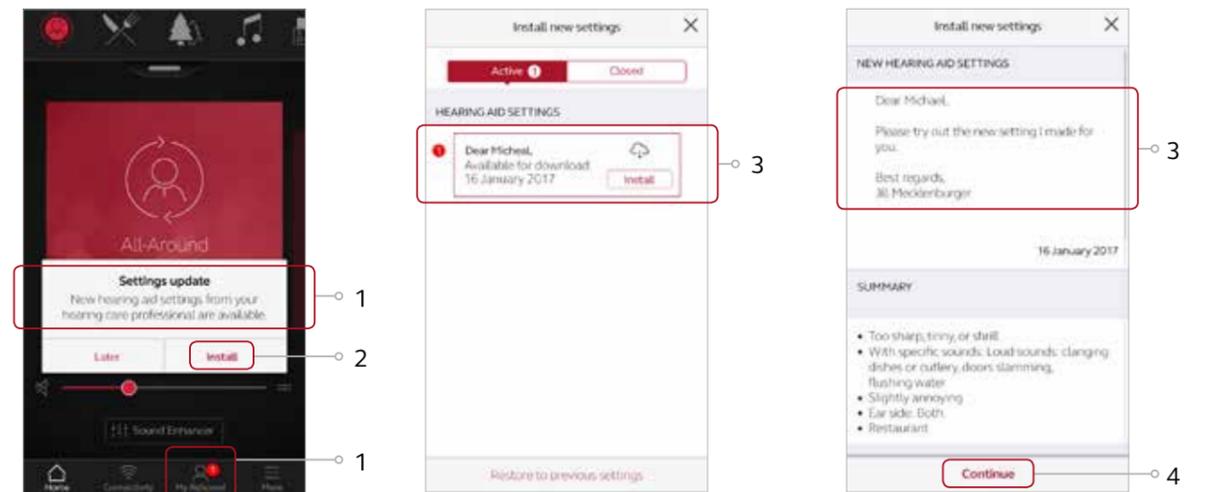
1. Pull up the patient to the fitting screen.
2. Ensure login to GN Online Services.
3. Follow the standard fitting flow.
4. Save the fitting.
5. Choose 'Send Settings' on the Save screen.

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

Receiving fine-tuned settings from the HCP

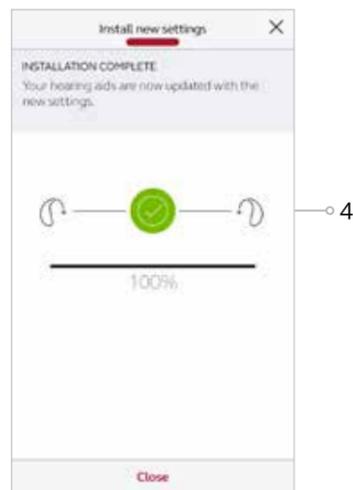
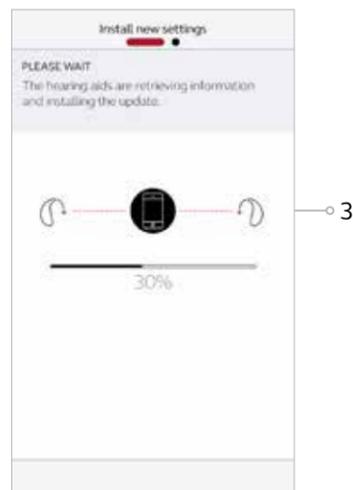
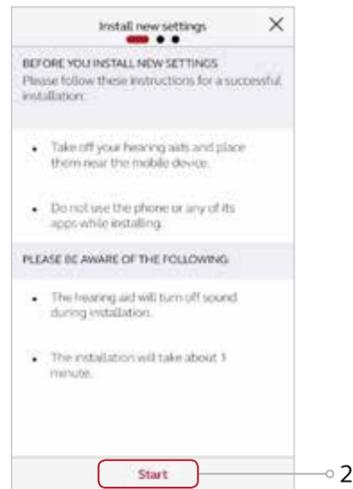
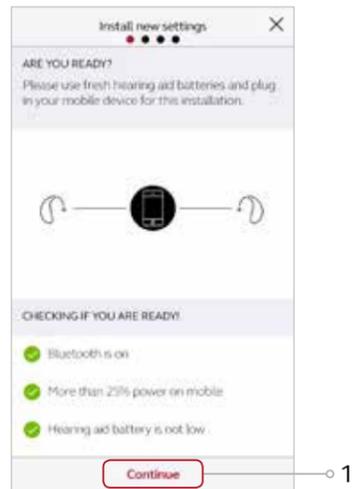
Fine-tuned settings received in the ReSound Smart 3D app

1. A notification will appear in the ReSound Smart 3D app and a notification badge will be visible on the 'My ReSound' icon.
2. Click 'Install' on the notification. In the 'Active' list, the new settings available for installation will appear at the top.
3. Click 'Install'. The app displays the message included in the settings.
4. Click 'Continue'.



Installing fine-tuned settings in ReSound Smart hearing aids

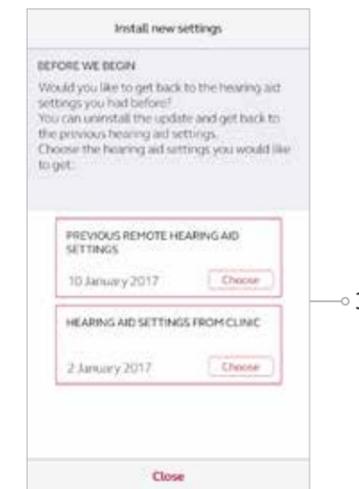
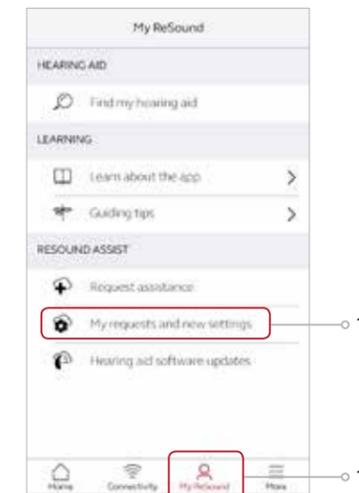
1. The app checks battery and Bluetooth status before starting installation. Click 'Continue'.
2. Items to be aware of before the installation starts. Click 'Start'.
3. A progress bar will appear to show the status of the settings being updated.
4. Finally, a message stating 'Installation Complete' confirms that the fine-tuned settings have been uploaded to the hearing aids.



Restoring previous settings in ReSound Smart hearing aids

The patient can go back to the settings they had before they installed the new fine-tuned settings. The patient can choose between the latest fine-tuning sent remotely or the latest fitting done in the office.

1. Click 'My ReSound'. Then click 'My Requests and New Settings'.
2. Click 'Restore to Previous Settings'.
3. Choose whether to restore previous settings sent remotely or fitted in the office.
4. Follow installation flow as before.

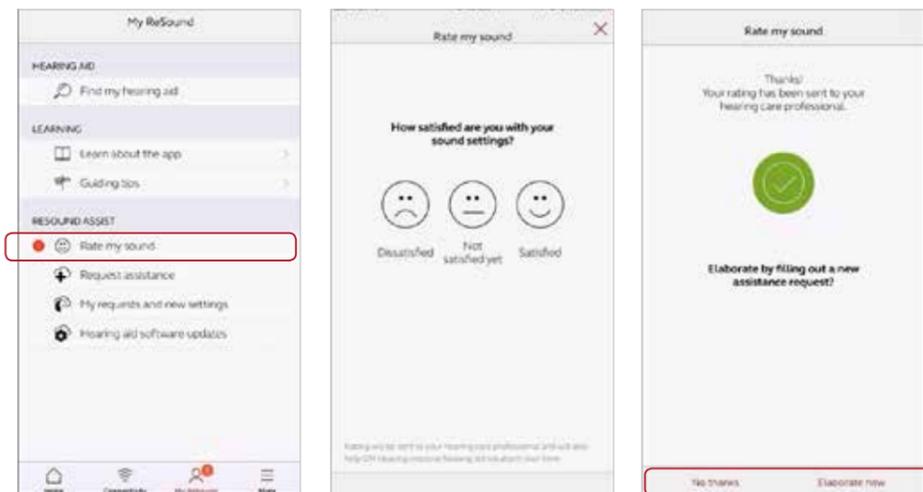


Rate My Sound

Communication with clients shouldn't stop after a fine-tuning. The new fitting performance rating system, Rate my sound, allows them to give you real-world feedback about how they are adjusting to the new settings and if they need any follow-up fine-tunings. Hearing from them while they are in the listening situations they find most difficult gives you the most accurate information you need to provide the best care. And you'll get their input, regardless of whether the fine-tuning was in-office or via ReSound Assist.

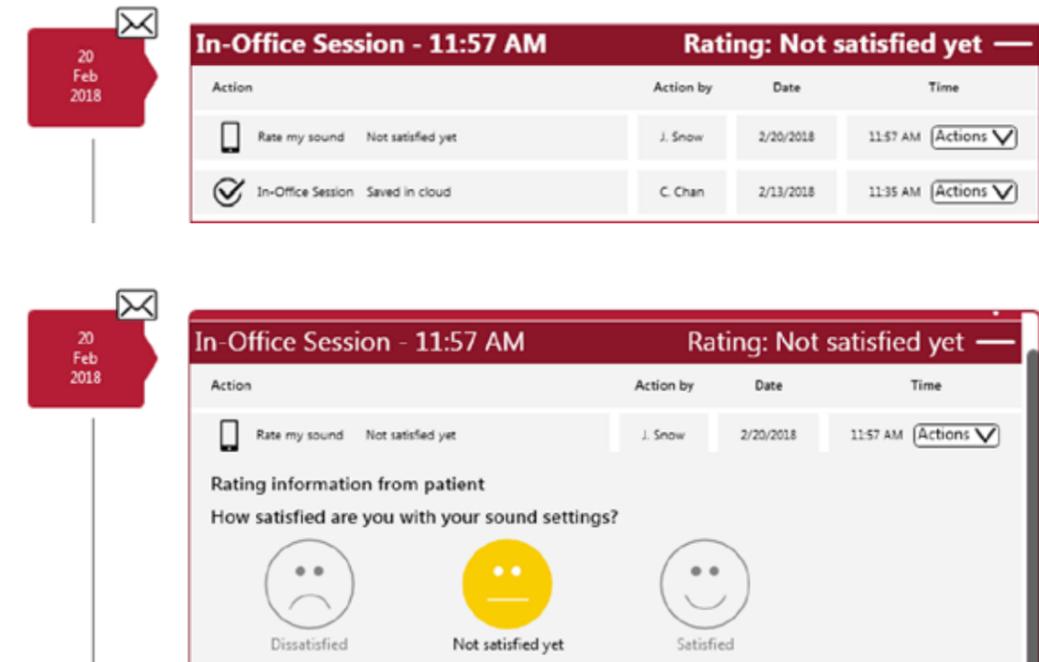
Rating settings from the HCP

1. The patient will be prompted to rate their fitting three days after an in-office fitting or after installing fine-tuned settings, to the hearing instrument, via ReSound Assist. The prompt will appear as a push notification from the phone and there will be a badge on the "My ReSound" icon within the ReSound Smart 3D app.
2. Click to either rate the settings immediately, postpone to be notified again in the future, or choose not to rate the settings.
3. To rate, in the "My ReSound" screen tap "Rate my sound" and tap the appropriate satisfaction level.
4. If the rating is based on a follow-up fitting, there will be an opportunity to also give feedback on whether the settings are better or worse than the previous settings.
5. If "Not satisfied yet" or "Dissatisfied" is selected, the patient is encouraged to send a new service request, along with the rating, in an attempt to troubleshoot the complaint once again. To generate a new service request to be delivered to the HCP along with the rating, tap "Elaborate now" and follow the steps in "Assistance request is defined further" in this document.



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 the HCP 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.





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 clients get the most out of their hearing experience with ReSound Smart Hearing aids at resoundpro.com

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