



ReSound Assist

# Quick guide

A guide for professionals

# How to complete a ReSound Assist fine-tuning

This quick guide provides an overview to hearing care professional (HCP), of how to perform a ReSound Assist fine-tuning with ReSound Smart Fit fitting software and the ReSound Smart 3D app. 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.

**WARNING:** ReSound Assist fine-tuning may only be used for follow-up fitting sessions.

Adjustment of the tinnitus sound generator settings, using a smartphone app, should only be performed by the parent or legal guardian in cases where the user is a minor. Use of the ReSound Assist feature for remote settings of the tinnitus sound generator, should only be performed by the parent or legal guardian in cases where the user is a minor.

The user shall discontinue use of the tinnitus sound generator and consult promptly with a licensed physician if one of the following conditions are experienced:

- a. Visible congenital or traumatic deformity of the ear.
- b. History of active drainage from the ear within the previous 90 days.
- c. History of sudden or rapidly progressive hearing loss within the previous 90 days.
- d. Acute or chronic dizziness.
- e. Unilateral hearing loss of sudden or recent onset within the previous 90 days.
- f. Visible evidence of significant cerumen accumulation or a foreign body in the ear canal.
- g. Pain or discomfort in the ear.

The user shall discontinue use of the tinnitus sound generator and consult promptly with the hearing care professional, if experiencing changes in the tinnitus perception, discomfort or interrupted speech perception, while using the tinnitus sound generator.

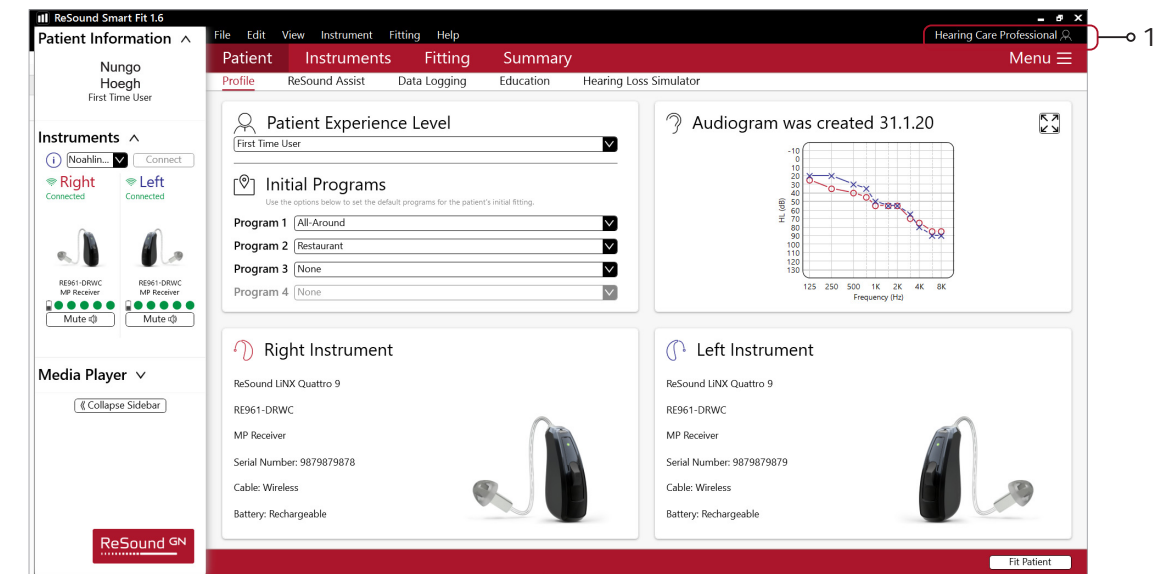
## Getting started

Connect hearing aids to the ReSound Smart Fit software. For further assistance, refer to the ReSound Fitting guide.

## GN Online Services

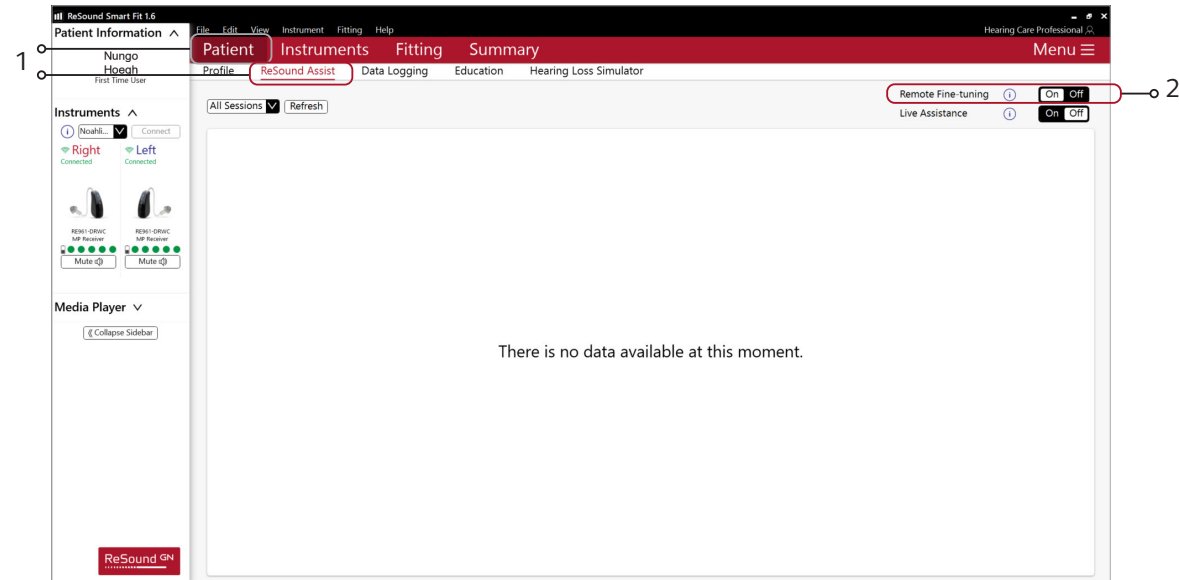
In order to sign in:

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

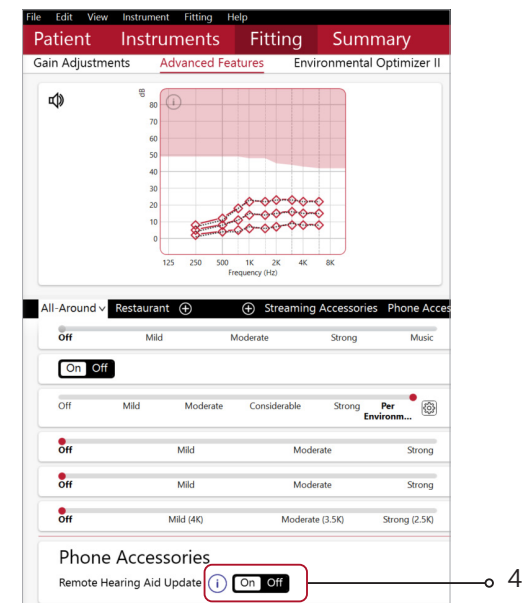


## Activate remote fine-tuning

1. From the Patient screen, select ReSound Assist from the lower navigation row.
2. Click the 'On' toggle to activate Remote Fine-tuning.
3. To save the remote fine-tuning, complete the patient consent flow.

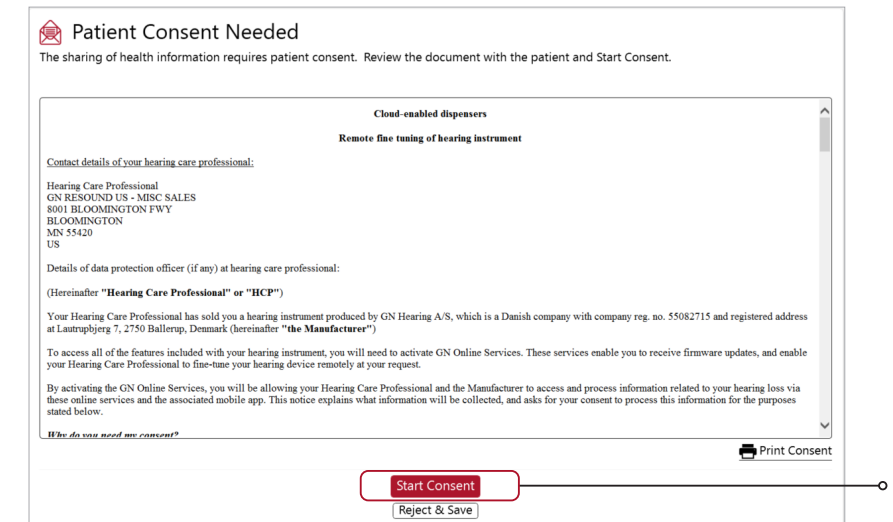


4. The default for Remote Hearing Aid Update is On. To turn it Off, find the toggle in Fitting screen and Advanced Features.

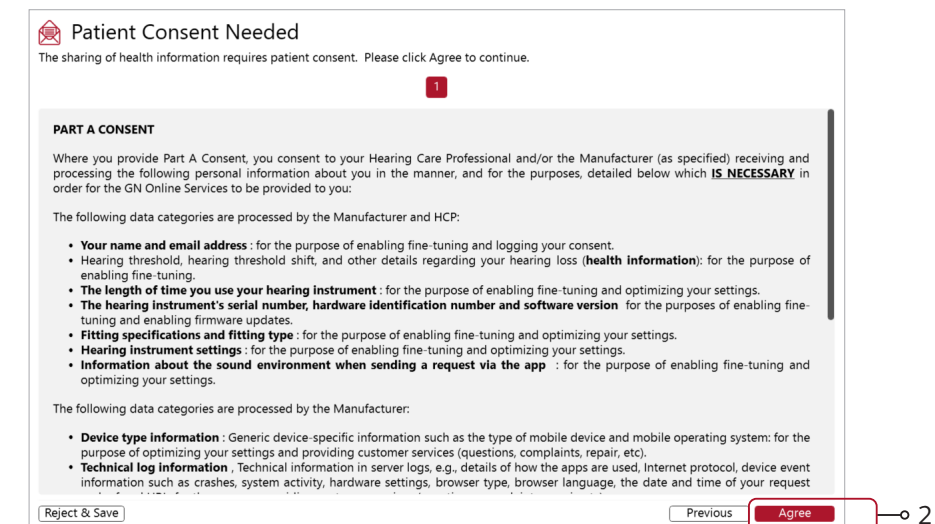


## Activate consent

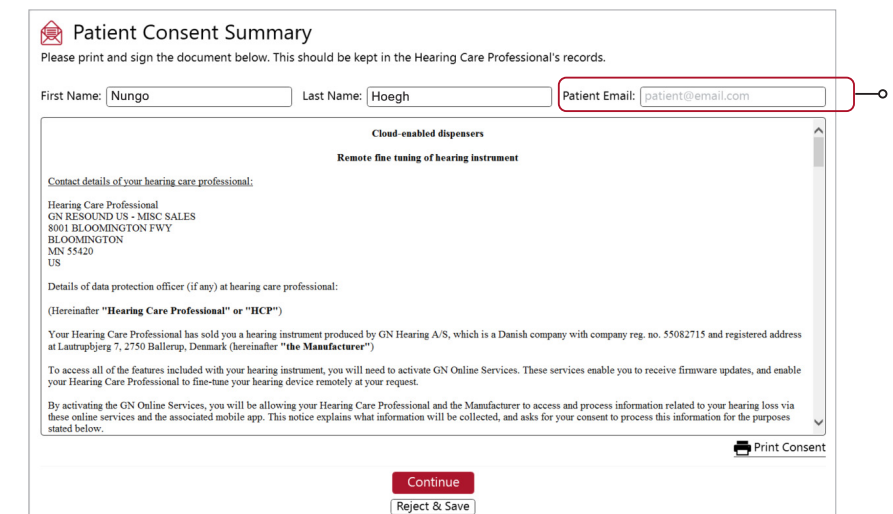
1. Click 'Start Consent'



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

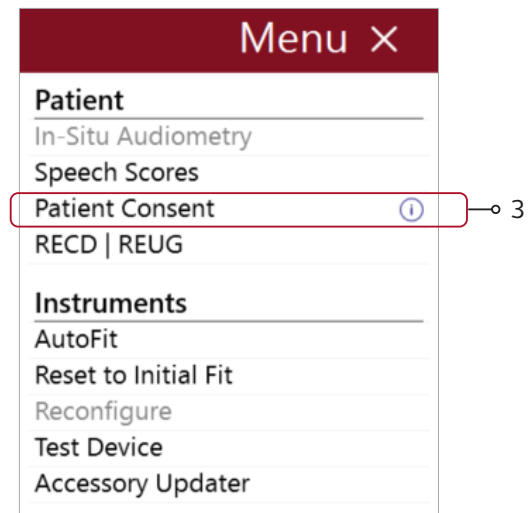


3. Enter patient's name and email address for the consent to be sent via email. Should the patient not have an email address, your email address may be used. Use the 'Print Consent' button to print a copy for the patient. It is also advised that a signed copy be kept in the patient's record.





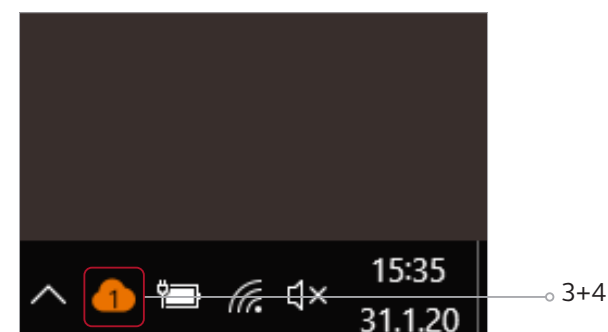
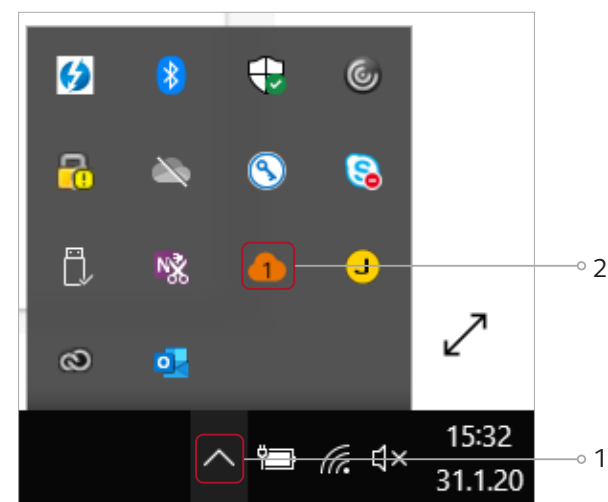
It is also possible to complete Patient Consent process during the session, by finding the option in Menu.



### Move cloud icon to taskbar

The orange cloud icon should be visible in the taskbar so that you 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.

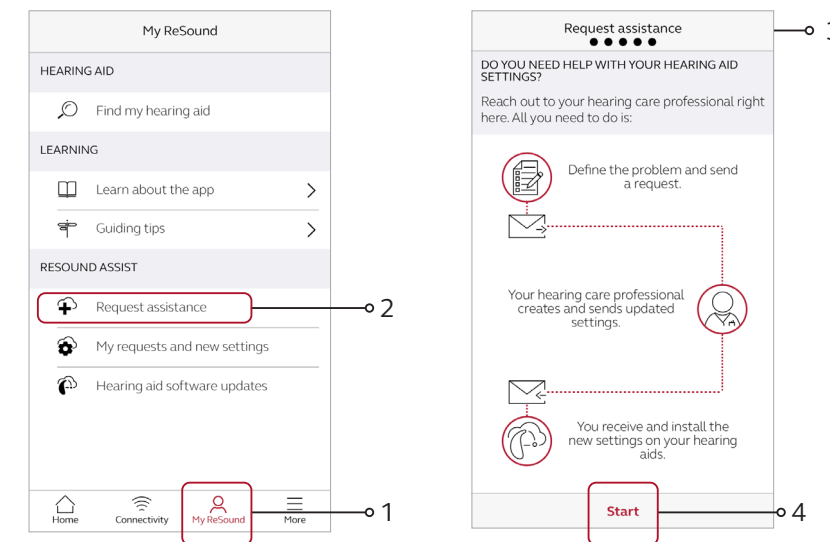


## Sending an assistance request from the ReSound Smart 3D app

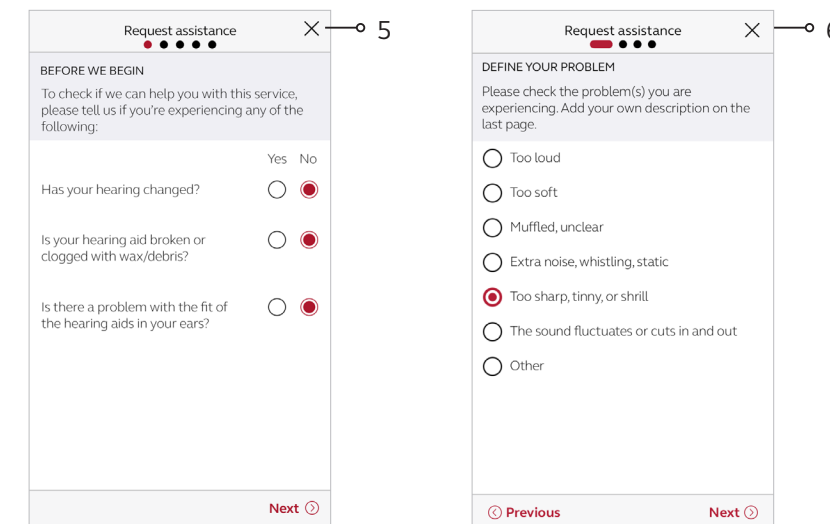
A patient wearing ReSound Smart Hearing aids with Remote Fine-tuning activated will be able to send an Assistance Request from their ReSound Smart 3D app. The following steps outline this procedure.

### 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. Click on Start to initiate the request.



5. Questions are asked about hearing and hearing aid status.
6. 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.

The first screenshot (labeled 1) shows the 'Request assistance' screen with the question 'WHEN IS IT OCCURRING?'. The user has selected 'With specific sounds' and 'Loud sounds: clanging dishes or cutlery, doors slamming, flushing water'. The second screenshot (labeled 2) shows the question 'HOW SEVERE IS THE PROBLEM?' with 'Slightly annoying' selected. It also shows 'Both' ears affected and the 'Restaurant' program selected. The third screenshot shows the same information being reviewed and confirmed.

## 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.

The first screenshot (labeled 1) shows a 'SUMMARY' screen with a list of the user's selections: 'Too sharp, tinny, or shrill', 'With specific sounds: Loud sounds: clanging dishes or cutlery, doors slamming, flushing water', 'Slightly annoying', 'Ear side: Both', and 'Restaurant'. Below this is a 'REQUEST TITLE' field containing 'Too sharp, tinny, or shrill' and a 'PERSONAL MESSAGE' field containing 'Too sharp in restaurants'. A 'Send request' button is highlighted. The second screenshot (labeled 3) shows a 'THANK YOU!' message: 'I have received your request for assistance. I will get back to you within 2 working days. Kind regards, Your hearing care professional. 16 January 2017'. A 'Close' button is at the bottom.

## Patient making adjustments in the ReSound Smart 3D app

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

The tinnitus sound generator volume level, frequency shaping, white noise variation and Nature Sound can be adjusted by the patient, but the adjustments will be deleted upon rebooting the hearing aids, unless the settings are saved as a Favorite, which can later be accessed manually when re-opening the Smart 3D app.

The tinnitus sound generator volume can only be adjusted within the range set by the hearing care professional.

When rebooting the hearing aids, any adjustments will be deleted and default back to the settings performed by the hearing care professional.

Permanent adjustments to the default settings can be requested using ReSound Assist Live. If the HCP agrees and makes a permanent adjustment to a default setting, the new default setting will be downloaded.

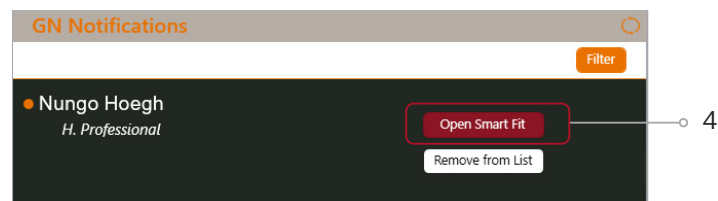
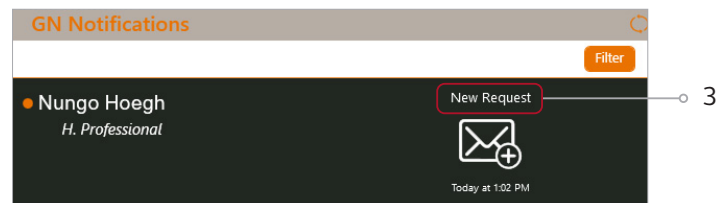
1. In this example, the patient makes adjustments to the Restaurant program.
2. The patient uses the Sound Enhancer feature to increase low frequencies (Bass) and reduce high frequencies (Treble) in restaurant environments. The patient has also set the Noise Reduction to Strong.
3. The patient finds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

The first screenshot (labeled 1) shows the 'Restaurant' program selected in the app. The 'Sound Enhancer' feature is active, showing sliders for 'Noise filter', 'Speech focus', and 'Hear everyone'. The second screenshot (labeled 2) shows the 'Sound Enhancer' settings for the 'Restaurant' program. The 'Bass' slider is increased, the 'Treble' slider is decreased, and the 'Noise reduction' is set to 'Strong'. There are also sliders for 'Speech focus' and 'Noise reduction'.

# Receiving an assistance request from a patient

## Notification of Assistance request

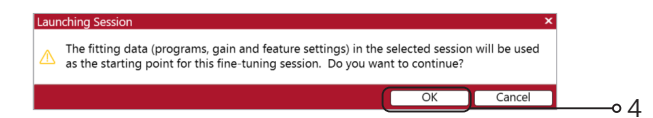
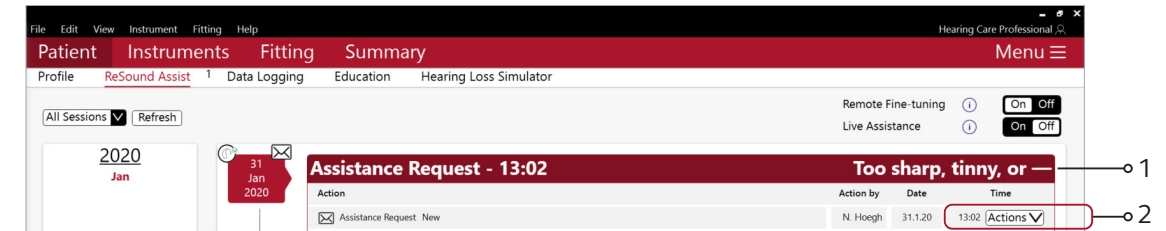
1. The number of requests received will appear in the cloud icon in the taskbar.
2. Click on the cloud icon to open the GN Notifications box. A list will appear if more than one request is received.
3. Click on 'New Request'. The options to either 'Open Smart Fit' or 'Remove from List' will appear.
4. 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 Assist.
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 change settings for email notification, go to the Email Preferences under your profile menu in GN Online Services portal.

## Starting an Assist fine-tuning session from the timeline

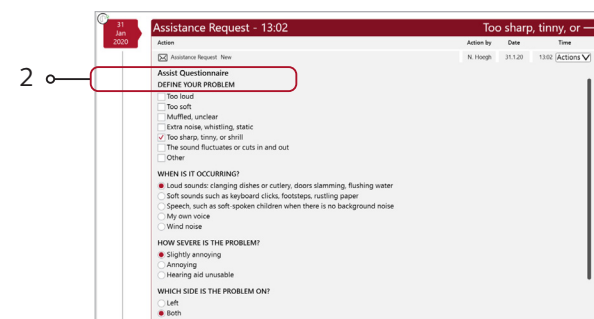
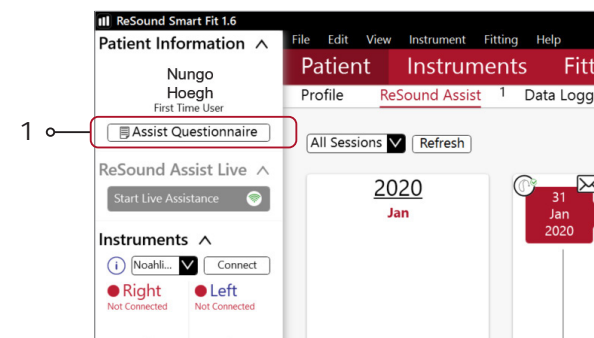
1. The Assistance request will now appear on the patient's timeline in the ReSound Assist screen.
2. Click on 'Actions' to select the option of either 'Start an Assist fine-tuning session', or 'Close Request'.
3. Click 'Start an Assist fine-tuning session'.
4. A pop-up message will appear stating that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



## 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.

The screenshot shows the 'Fitting' screen in the ReSound Smart Fit 1.6 application. The interface includes a top navigation bar with 'Patient', 'Instruments', 'Fitting', and 'Summary' tabs. The 'Fitting' tab is active, showing two frequency response graphs (Gain Adjustments) with patient settings represented by green symbols. Below the graphs are two tables of frequency response data. At the bottom, there are controls for 'Handles' (6, 9, 17) and 'Compression' (WDRC). A 'View Patient Settings' toggle is currently 'On', and a 'Save' button is visible in the bottom right corner.

## Save and send package

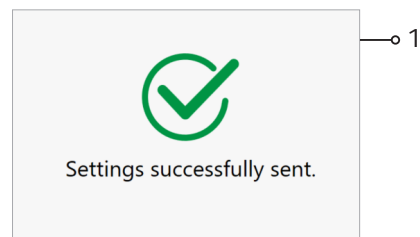
1. After saving in the Fitting screen, a message will appear stating that the current fitting session has been saved.
2. Click 'Send Settings' in the lower right corner.
3. A free text screen will appear. This allows you to compose a message to the patient. A summary of the changes made can be included if desired. Click 'Send Settings' again.

The screenshot shows the 'Save' dialog box in the ReSound Smart Fit 1.6 application. It displays the status for the 'Right Instrument' and 'Left Instrument', both of which are 'Saved to Database' and 'Uploaded to cloud'. A central message box indicates that the fitting session has been saved. At the bottom, there are buttons for 'Exit ReSound Smart Fit', 'Continue Fitting', and 'Send Settings'.

The screenshot shows the 'Send Settings' screen in the ReSound Smart Fit 1.6 application. It displays the message 'The settings are ready to be sent...' and provides a text area for composing a message to the patient. The message area contains a pre-filled message: 'Dear Nungo, Please try the new settings I made for you. Best regards, Jill Mecklenburger'. A 'Send Settings' button is located at the bottom right.

## 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.

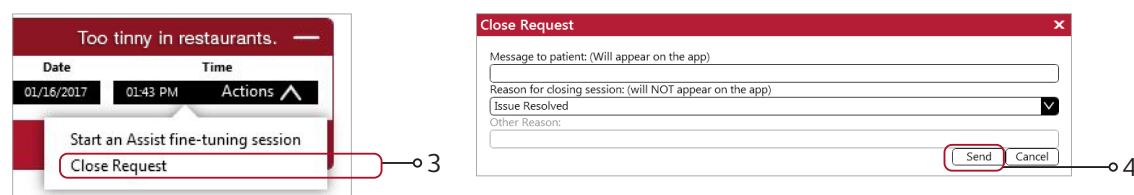
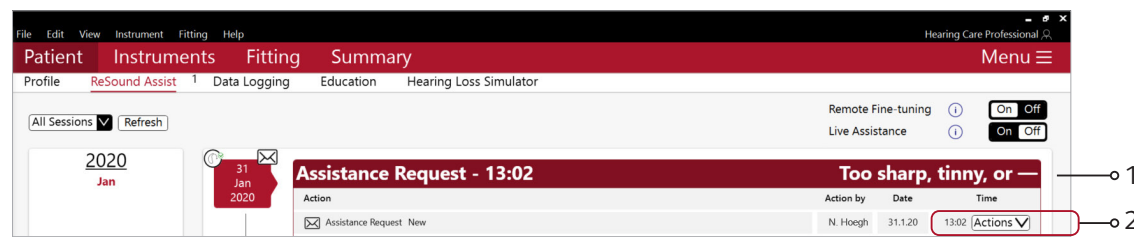


Action	Action by	Date	Time
✓ Fine-tuned Settings Accepted	R. Patient	01/16/2017	05:35 PM
📄 Fine-tuned Settings Downloaded to Smart 3D app	R. Patient	01/16/2017	05:34 PM
✓ Fine-tuned Settings Saved in cloud	J. Mecklenburger	01/16/2017	05:01 PM
📄 Fine-tuned Settings Sent to Smart 3D app	J. Mecklenburger	01/16/2017	04:59 PM
✓ Fine-tuned Settings Saved in cloud	J. Mecklenburger	01/16/2017	04:57 PM
✉ Assistance Request New	R. Patient	01/16/2017	04:53 PM

## 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 you 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 on <https://portal.gnonlineservices.com>.

## Sending a Remote Fine-tuning without an Assistance request

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

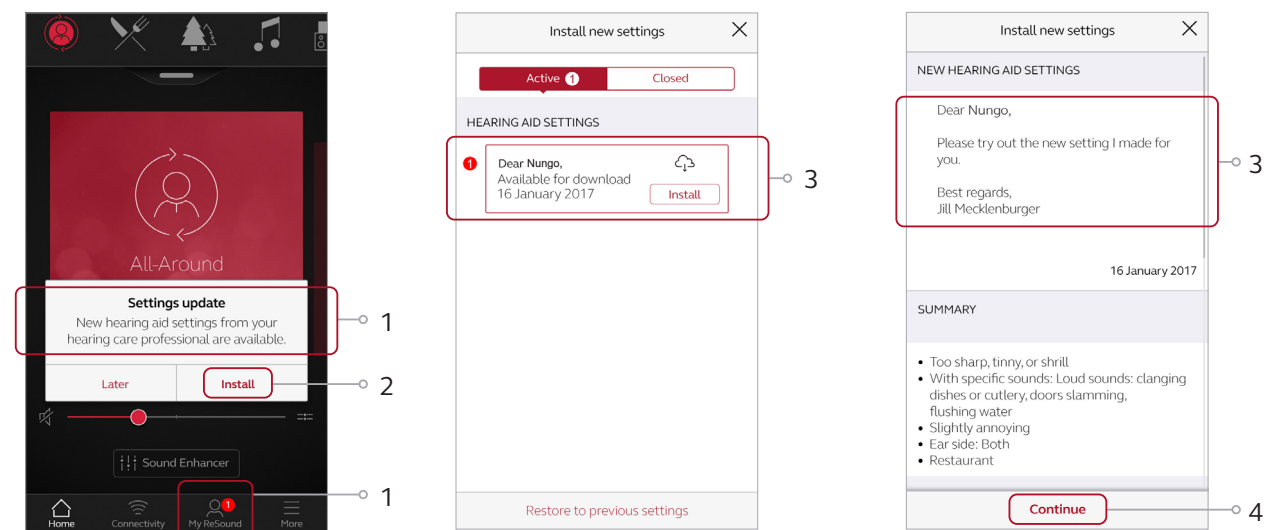
1. Pull up the patient to the fitting screen.
2. Ensure login to GN Online Services.
3. Follow the standard fitting flow.
4. Save the fitting.
5. Choose 'Send Settings' on the Save screen.

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

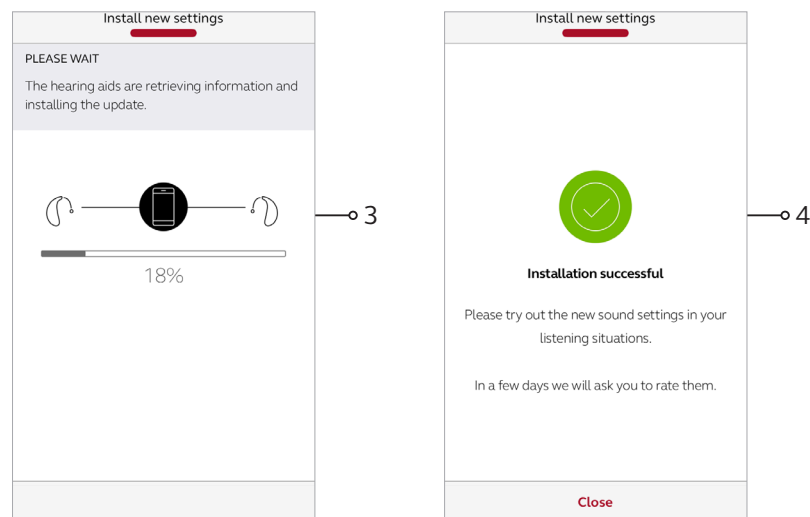
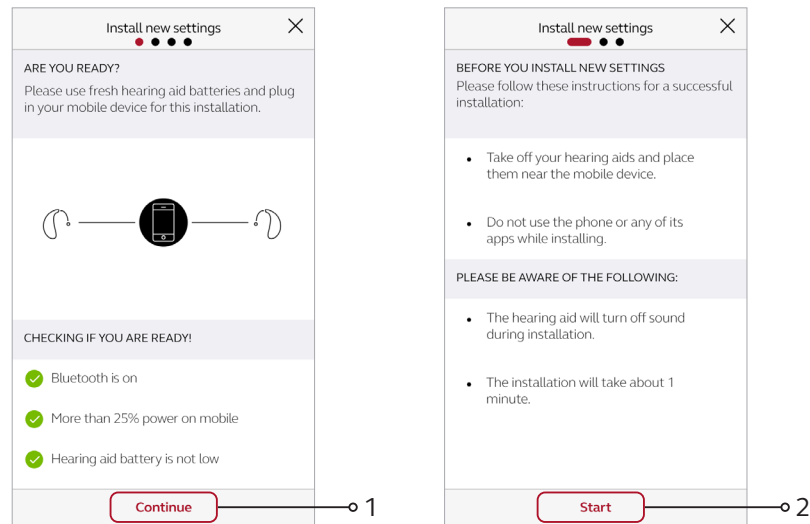
1. A notification will appear in the ReSound Smart 3D app and a notification badge will be visible on the 'My ReSound' icon.
2. Click 'Install' on the notification. In the 'Active' list, the new settings available for installation will appear at the top.
3. Click 'Install'. The app displays the message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





## Installing fine-tuned settings in ReSound Smart hearing aids

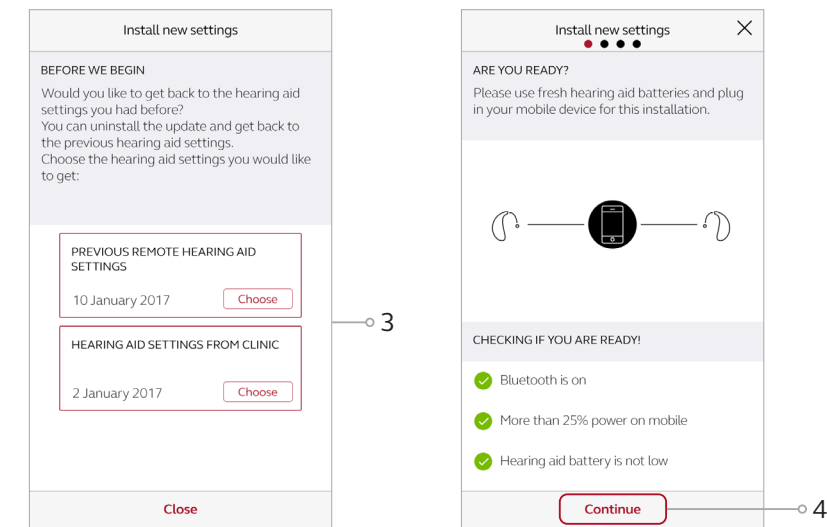
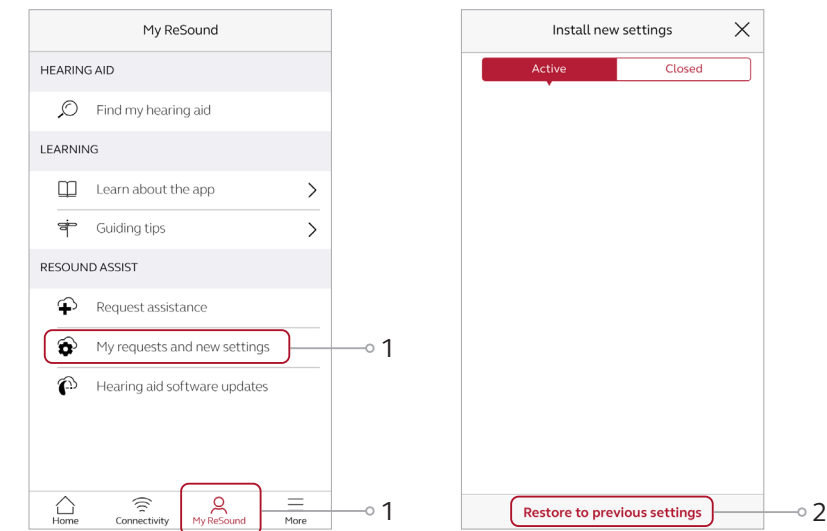
1. The app checks battery and Bluetooth status before starting installation. Click 'Continue'.
2. Items to be aware of before the installation starts. Click 'Start'.
3. A progress bar will appear to show the status of the settings being updated.
4. Finally, a message stating 'Installation Complete' confirms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



# ReSound Assist Live

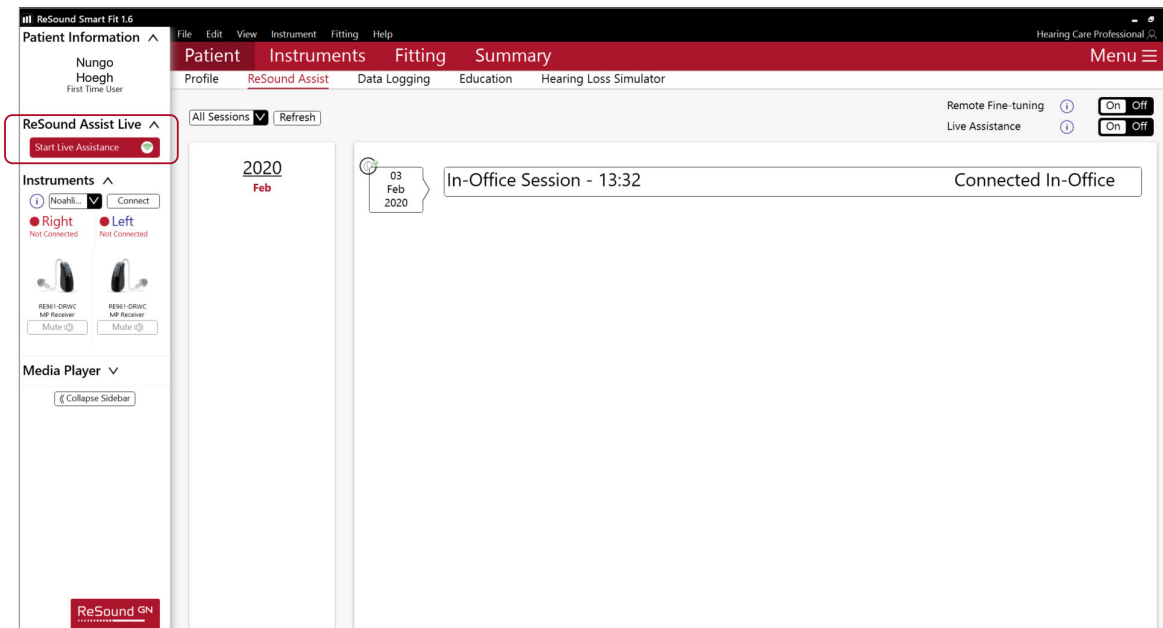
Adjustment of the tinnitus sound generator settings are currently not possible using ReSound Assist Live. To adjust those settings please use ReSound Assist fine-tuning. (See previous instructions).

ReSound Assist Live functionality is not enabled by default. For more information about access, please contact your local GN ReSound representative.

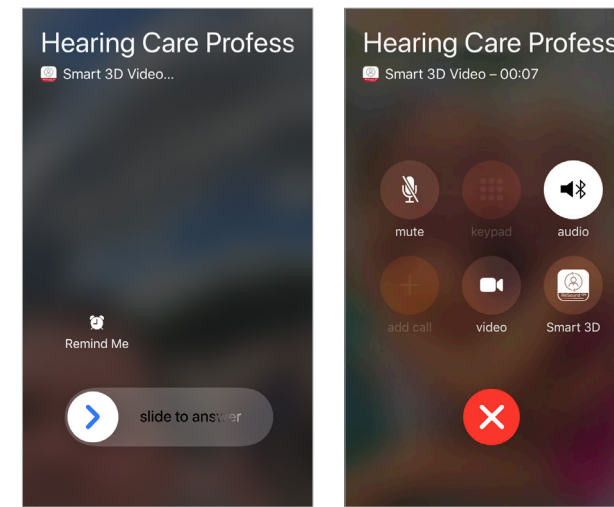
To use ReSound Assist Live the patient must be enabled to use ReSound Assist and have approved the consent. (See above sections).

## Initiate the call

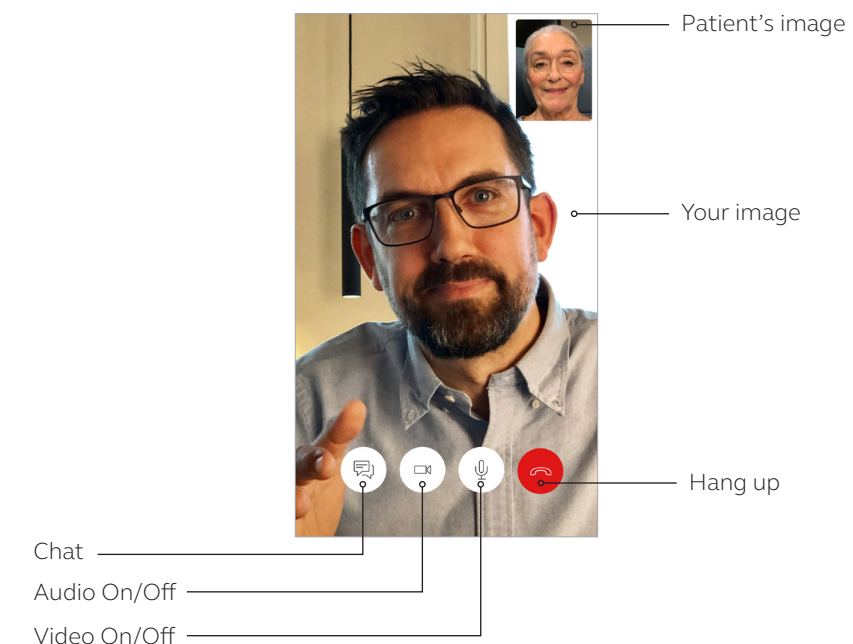
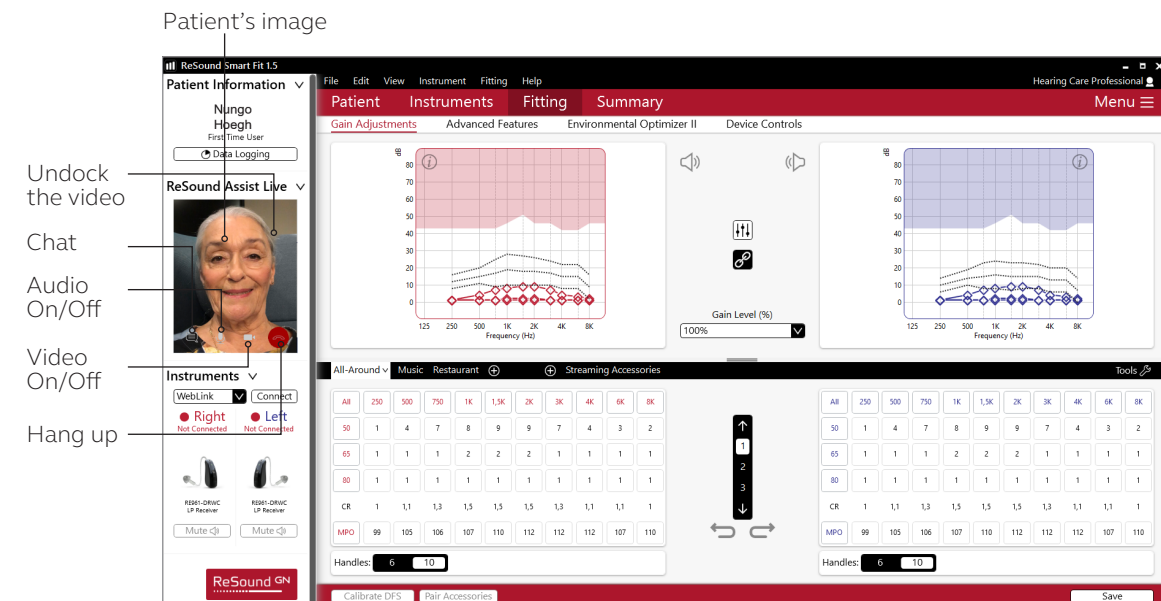
- Turn on Live Assistance toggle in ReSound Assist screen.
- The patient must have their hearing aids paired with their smart phone, and ReSound Smart 3D app installed. They do not need to have the app open to receive the call.
- Start up fitting software in simulation, following the same first steps as in ReSound Assist remote fine-tuning.
- Log in by using ReSound Assist credentials, if not already done.
- Click on Start Live Assistance button to initiate the call with the patient. This will initiate ringing on patient's mobile device without further warnings.



**NOTE:** If you are using ReSound Assist Live for remote fitting, please observe the following documents providing additional guidance:  
**ReSound Assist Live - Additional Guidance for Remote Fitting.** This guidance should be followed for remote fitting in the case where a valid audiogram exists on file for the patient.  
**ReSound Assist Live - Additional Guidance for Remote Fitting Using In-Situ Testing.** This guidance should be followed for remote fitting in the case where in-situ testing is used.

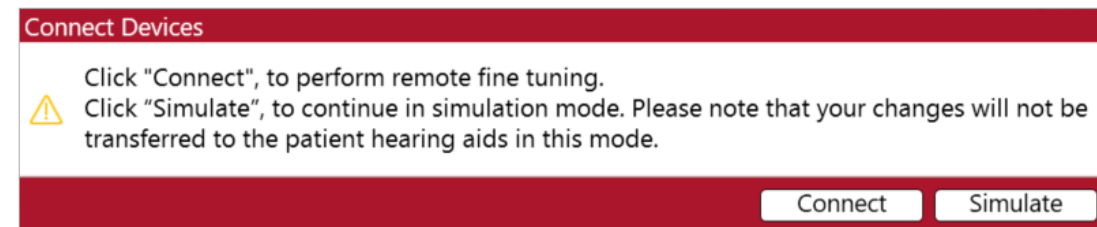


You can start the conversation as soon as the patient answers your call. The patient can start the video call, by clicking on either video or Smart 3D. During the call both you and your patient can click on the relevant icons, to enable or disable audio and/or video, initiate a chat, or hang up.



## Perform Live Assistance fine-tuning

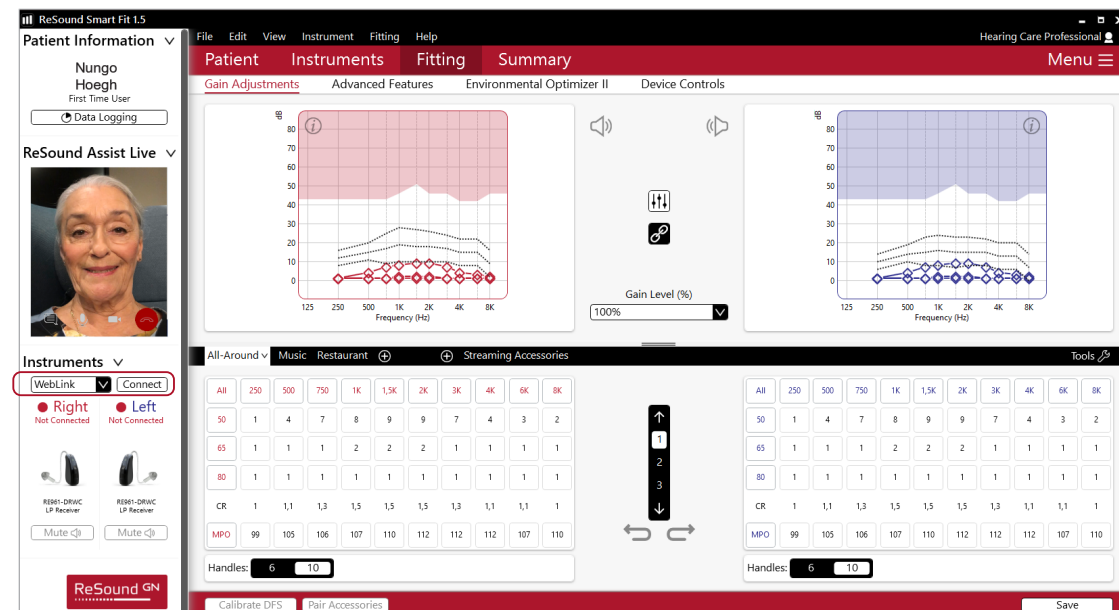
To connect to hearing aids click on “Connect” in the prompt you will see in fitting software.



If you choose to simulate in the above prompt, you still can connect to the hearing aids in the panel on the left side of the screen.

The patient will hear your voice through their hearing aid(s) until the hearing aids are connected to fitting software. Throughout the connection, your patient will hear your voice through the phone's speaker instead of the hearing aids.

**Note** - The programming interface for Live Assistance is Weblink, but it is required to have Noahlink Wireless plugged in.



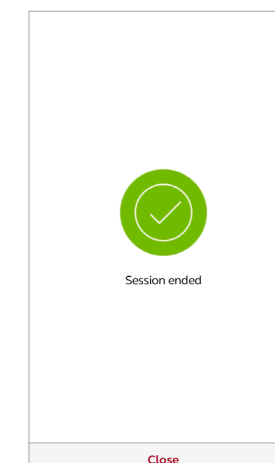
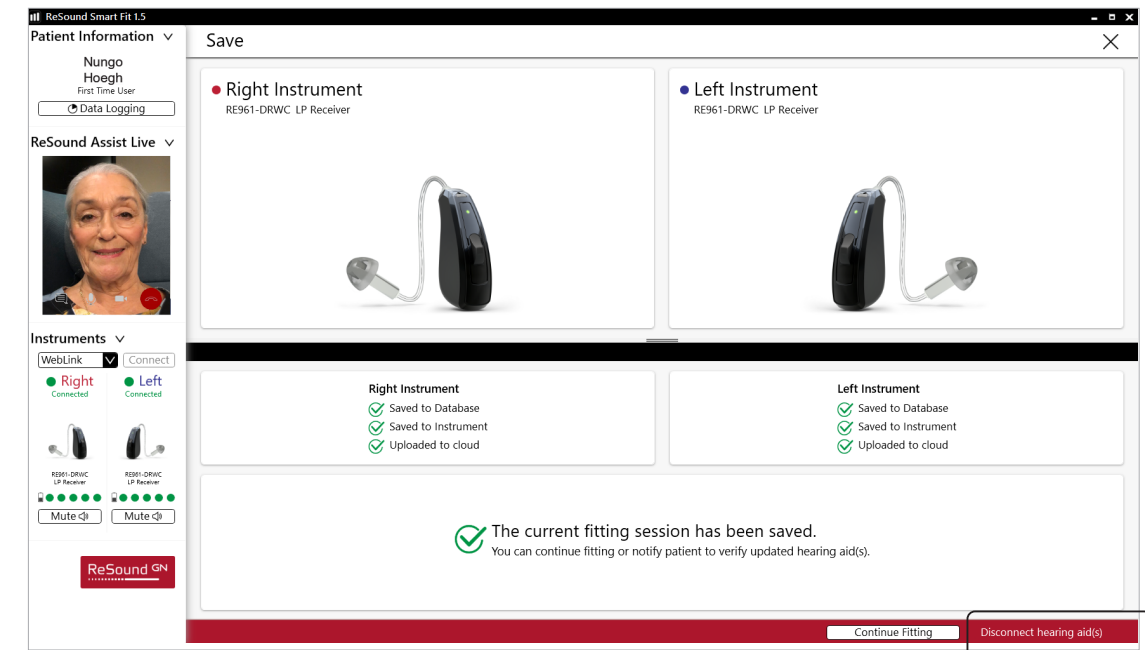
Continue with your fine-tuning. Your patient will hear the adjustments in the hearing aids live and can provide feedback right away. Your patient will still hear you through the phone's speaker.

These features are disabled in Live Assistance session:

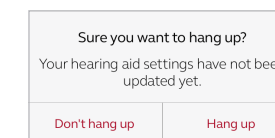
- Pairing Accessories
- AutoFit
- AutoREM
- Change Instruments
- Firmware Update
- Restore Instruments
- Test device

Once done, save the fine-tuning.

To apply the fine-tuning to your patient's hearing aids, click “Disconnect hearing aid(s). This will reboot your patient's hearing aids without requiring the patient to take any action. Once done, the hearing aids are disconnected from the fitting software. If you want to do further adjustment after disconnecting the hearing aids, you can connect to the hearing aids again in the same session.

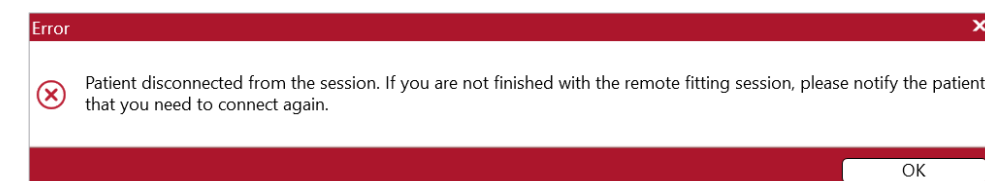


The Live Assistance session ends when you end the call with your patient. Your patient will be notified about this on the app.



**Note** - If the patient attempts to end the call, they first see below prompt on their phone.

If the patient ends the call by choosing Hang Up, you will be notified with this prompt in fitting software.

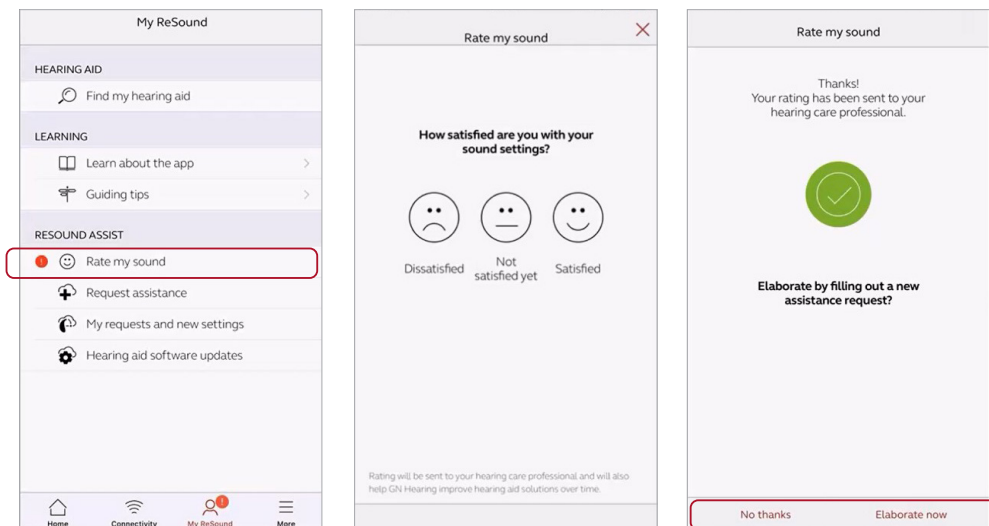


# Rate My Sound

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.

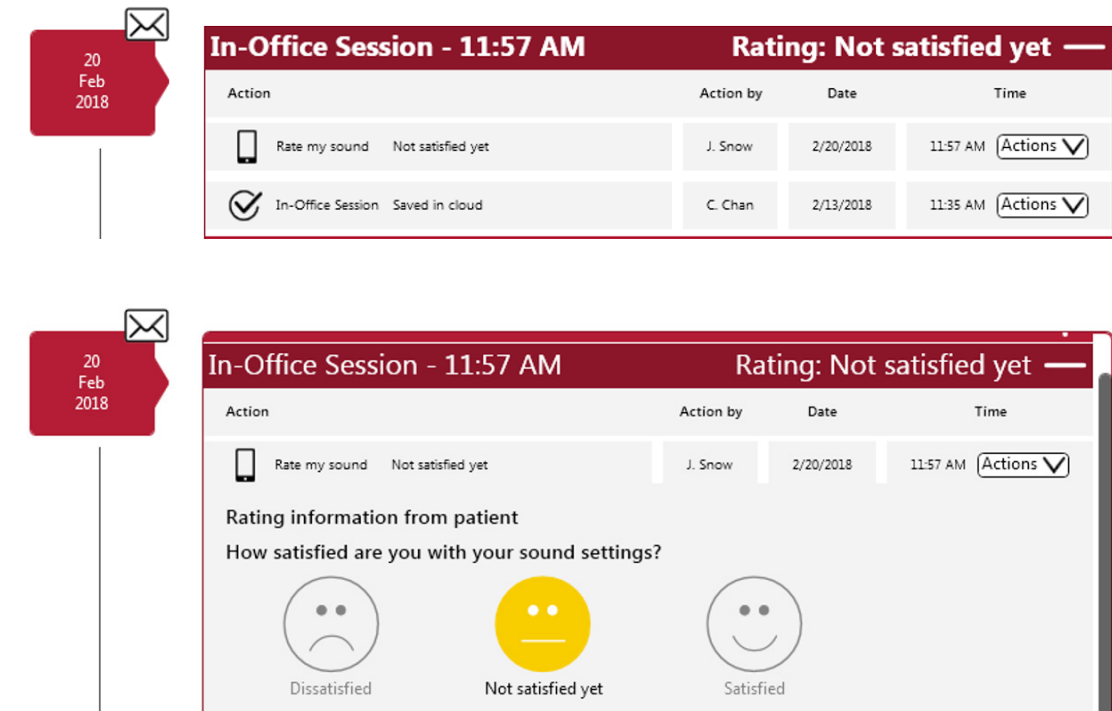
## Rating settings from the HCP

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 hearing aids at [pro.resound.com](https://pro.resound.com)

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**Manufacturer according to**

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