

Tech Tips

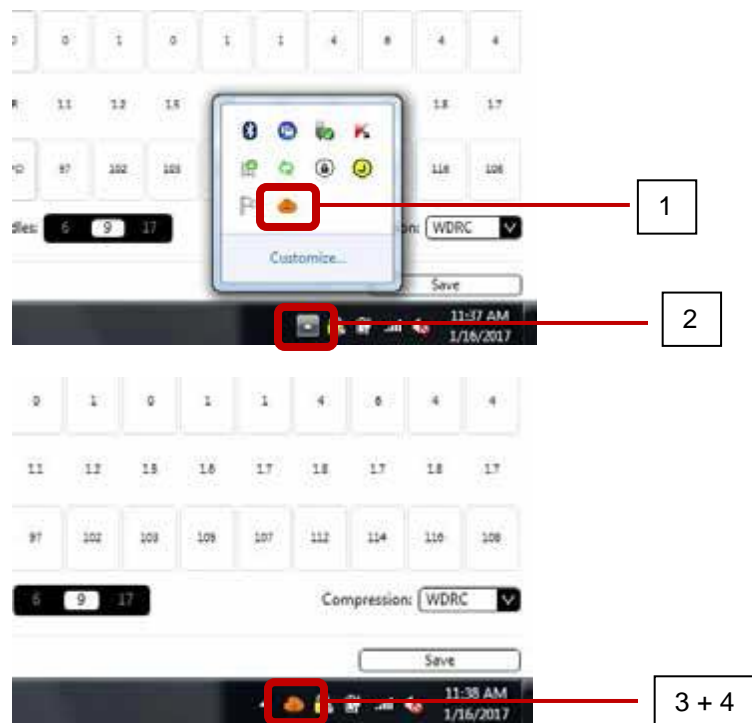
ReSound GN

ReSound Assist Notifications

What do I do if the orange cloud is not visible on my system tray?

The orange cloud icon should be visible in the taskbar so that the hearing care professional is notified when requests for assistance are received. If it is not visible:

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.



If the steps above do not work or your system doesn't display an upward arrow, reboot your computer. If still not visible, complete the following steps:

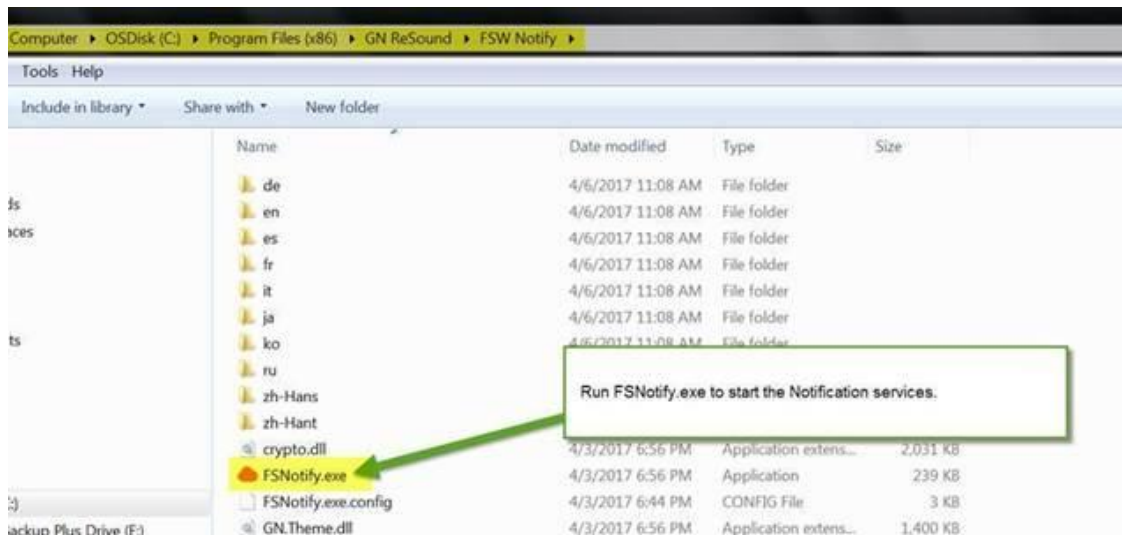
1. Navigate to: C:\Program Files (x86)\GN ReSound\FSW Notify

Manufacturer according to FDA:

ReSound North America
8001 E. Bloomington Freeway
Bloomington, MN 55420
800.248.4327
resoundpro.com

Manufacturer according to Health Canada:

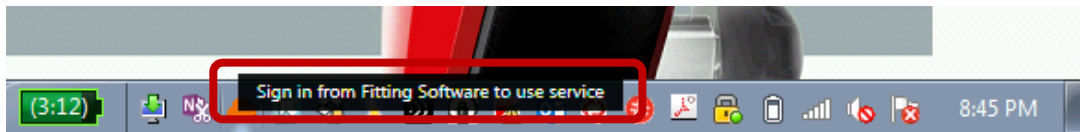
ReSound Canada
303 Supertest Road
Toronto, Ontario M3J 2M4
1.888.737.6863
resoundpro.com



2. Run the FSNotify.exe application.
3. Now look for your orange cloud in the lower-right corner of your monitor and open the notifications.

What do I do if I'm not receiving notifications?

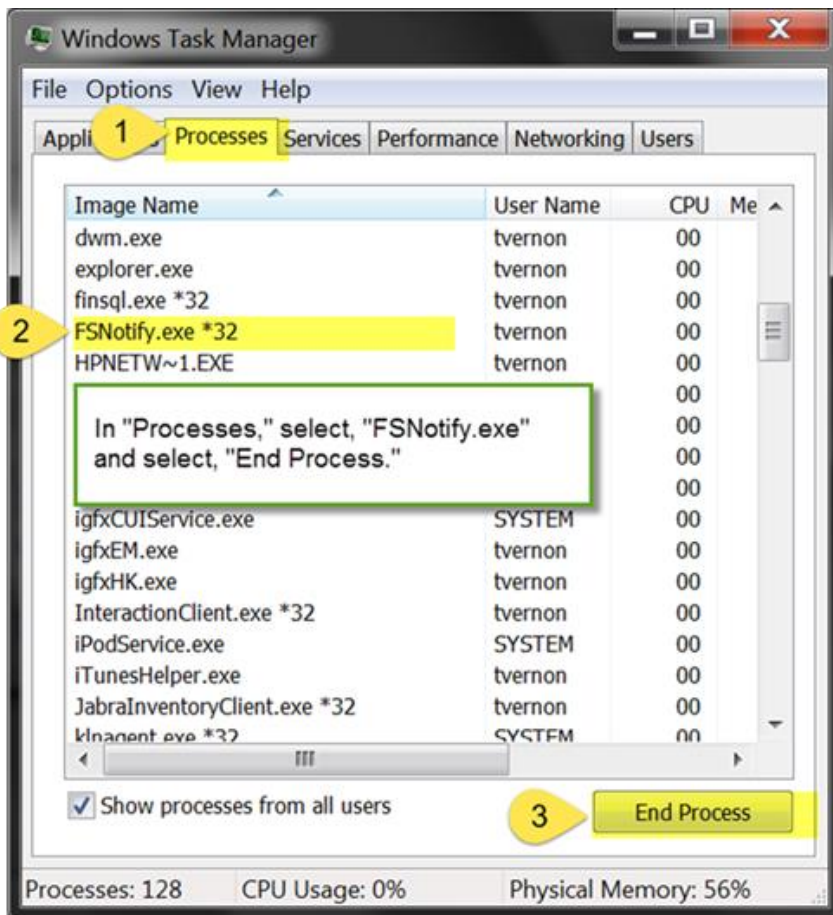
If the orange cloud is visible in the lower right corner of your monitor in the system tray, but there are no visible numeric indicators, you may not be logged into Smart Fit.



1. Open Smart Fit fitting software.
2. Log into Online Services in the upper-right corner of the screen.

If the orange cloud is visible in the lower right corner of your monitor in the system tray, but notifications don't open, or if the patient's request isn't coming through after refreshing, follow these steps:

1. Open the task manager and select "Processes"
2. Click "FSNotify.exe"
3. Click "End Process"



4. Then start the notification services:

- a. Navigate to: C:\Program Files (x86)\GN ReSound\FSW Notify
- b. Run the FSNotify.exe application.

