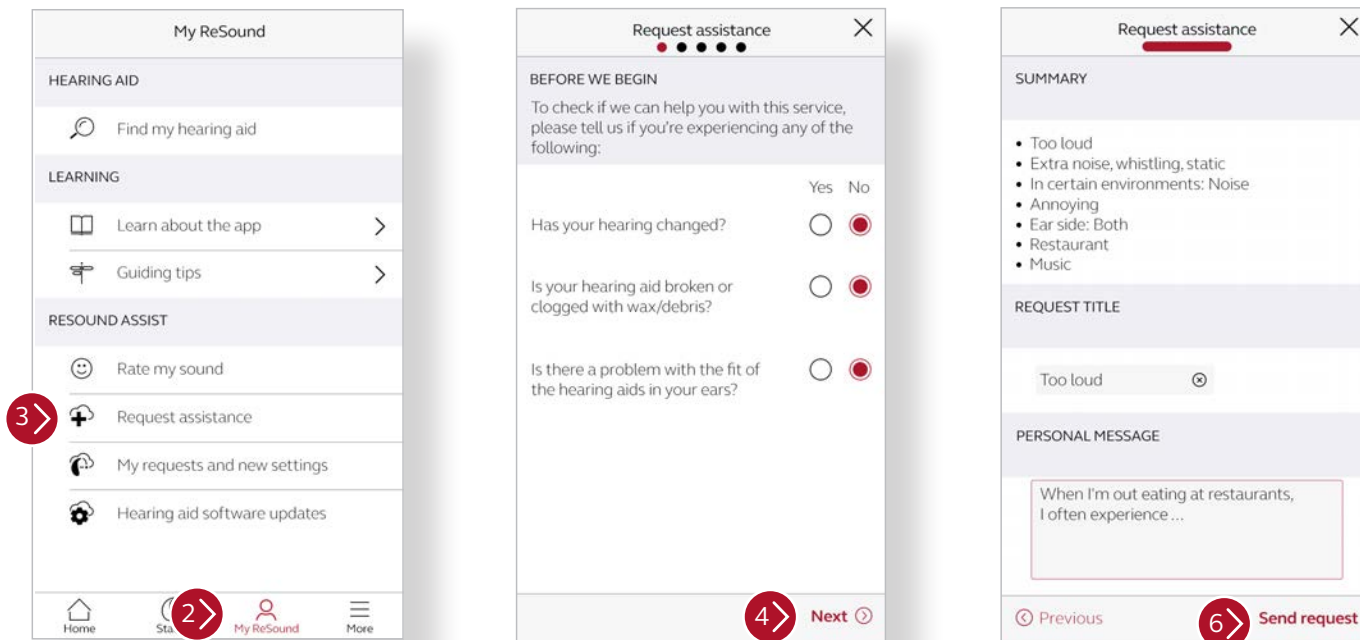


ReSound Assist Quick Guide

How to submit a ReSound Assist request

1. Open the ReSound Smart 3D™ App on your smartphone.
2. Tap on **My ReSound**.
3. Tap on **Request assistance**.
4. The first set of questions will help your hearing care professional determine if the help you need can be completed remotely. Answer the questions and tap **Next**.
5. The remaining questions will help your hearing care professional diagnose the problem and severity of the issue. Answer all of the questions and tap **Next**.
6. Review summary of the issue and enter any additional information under “Personal Message”. When complete, tap **Send Request**.
7. Once received, your hearing care professional will address your issue and respond within _____ business day(s).



Manufacturer according to FDA:

GN ReSound North America

8001 E Bloomington Freeway
Bloomington, MN 55420
USA
1.888.735.4327
resound.com

Manufacturer according to Health Canada:

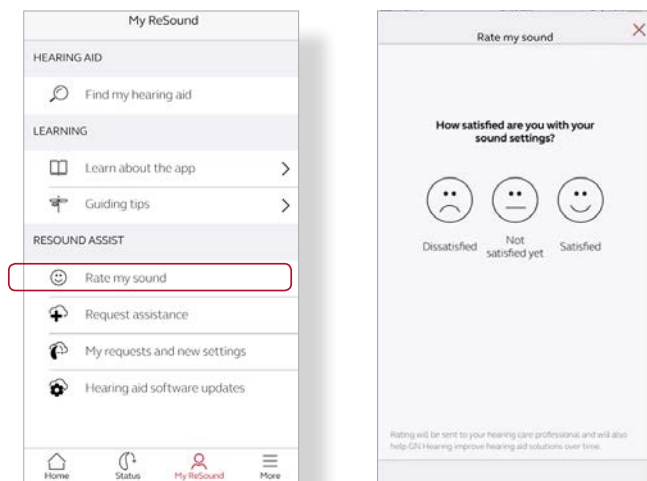
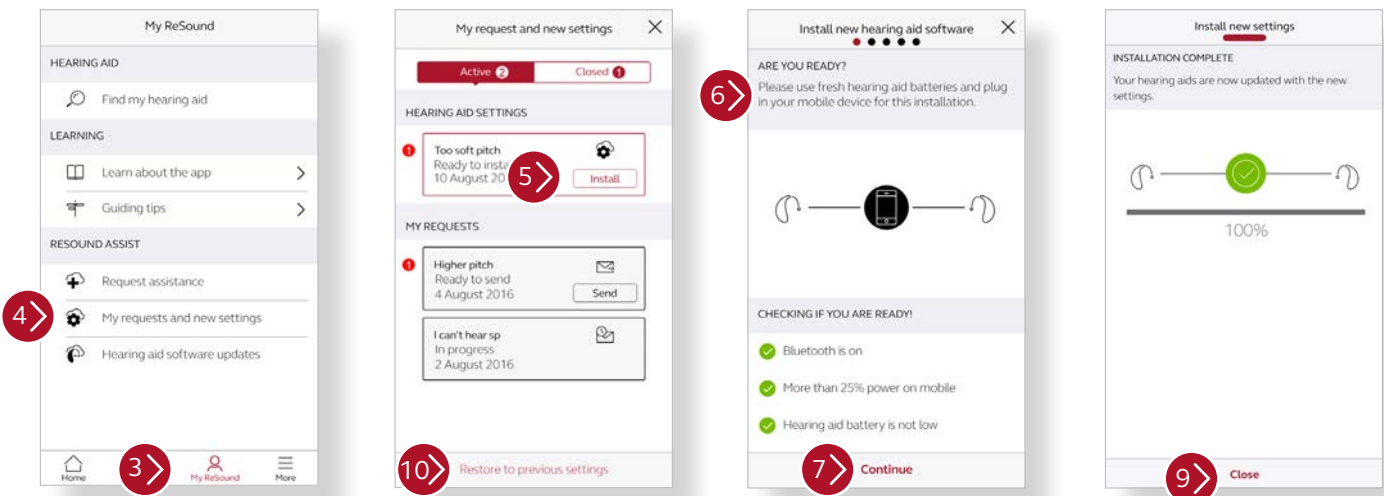
ReSound Canada

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

ReSound Assist Quick Guide

How to install new hearing aid settings

1. Prior to accepting a remote update, insert fresh batteries in your hearing aids and wait 2 minutes for full activation.
2. Open the ReSound Smart 3D App on your smartphone.
3. Tap on **My ReSound**.
4. Tap on **My requests and new settings**.
5. A new settings update will appear at the top of the screen in red. Tap **Install**.
6. Next, the app will verify Bluetooth is enabled, your mobile phone has more than 25% battery life, and you have fresh/adequately charged batteries in your hearing aids.
7. Tap **Continue**.
8. Instructions for your installation will appear. Remove your ReSound LiNX 3D hearing aids and set them near your phone for the download. During the download, do not use your phone or any of its apps.
9. A progress bar will appear and turn green when the installation is complete. Tap **Close** when finished and put your hearing aids back in your ears.
10. **Restoring Previous Settings:** If desired, you can return to your previous hearing aid settings. To do this, follow steps 1-4 and then tap **Restore to previous settings** on the bottom of screen. Follow the same procedure as above to reinstall previous settings.



Rate my sound

A few days after you install your updates, you will receive a notification asking you to rate your satisfaction with your new settings. Follow the prompts. Your rating will be delivered to your hearing care professional.

