Oticon RemoteCare
App set up instructions

First time use

The first time you use the app you must allow access to some of your phone or tablet's features. This is required for communication with your hearing care professional.

If you have an Android device, you can get started with this procedure right away. However, if you have an Apple iOS device, you must pair the hearing aid to your phone or tablet before you launch the app (see instructions to the right).

Pair your hearing aids

The app must be connected to your hearing aids. See instructions below:

- Start the Setting app
- Go to General > Accessibility >MFI Hearing Devices
- Turn Bluetooth on
- Restart your hearing aids by opening and closing the battery drawers or turning your rechargeable hearing aids off and back on
- Select your hearing aids

To get started:

1. On your device, launch the app.
2. In the startup screen, ensure you allow access as follows:
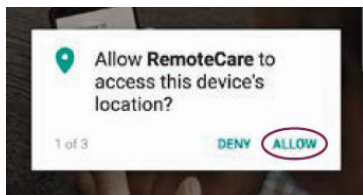
a. For Android: To allow access to the device's location, and for RemoteCare to take photos, videos, and to record, tap ALLOW every time you are prompted.
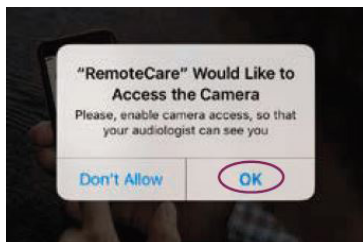
b. For iPhone/iPad: To allow access to the device's camera, Bluetooth® connections and microphone, tap OK every time you are prompted.

Create an account

Before you can begin an appointment, you must create an account. If you already signed up to other Oticon registered services, you can re-use your login and password.

To create an account:

1. On your device, in the Welcome to Oticon RemoteCare screen, tap **CREATE ACCOUNT**.
2. In this step, you can create an account with an email address or you can create an account using existing social login credentials such as Apple ID, Facebook or Google.
3. To create an account with an email address, in the **Or continue with** field, enter your email address and tap **CONTINUE**. You will receive an email where you must verify the email address.
   • Alternatively, if you sign in using any of the other credentials (Apple ID, Google or Facebook), follow the guidance in the app.
4. In the **Verify email address** screen, tap OK. You will be taken to the Welcome to Oticon RemoteCare screen.
5. To verify your email address, **check your email inbox**. In the email you receive from Oticon, click the **Finalize your account link**. You are now directed to a webpage where you must create a password.
6. In the new password field, create a password following the criteria prompted by the app. You will use this password when you sign in to the app.
7. In the confirm new password field, enter the password once again.
8. In the display name field, enter a name to identify yourself during the appointment, for example, Joe's hearing aids.
9. Click **CREATE**.

Write your email and password here so you don't forget!

Login email: _____

Password: _____

You are now redirected to a page saying that you have successfully created an account, and that you must return to the app on your device and sign in.