

# Quick Guide

Oticon RemoteCare enables you to communicate with your patient and to make real-time adjustments to your patient's hearing instruments remotely. If you cannot upload your changes remotely, a physical visit is necessary. See Genie 2 help file for fitting tools that are not available with Oticon RemoteCare.

## In-situ Audiometry **NEW!**

In-situ Audiometry for Oticon RemoteCare and a new background noise level meter enable accurate and remote measurements that are equal to ones made in a clinic.

## Additional system requirements

- PC camera OR external camera
- Microphone and speakers OR headset
- RemoteCare account. To sign up, contact your local Oticon representative
- A stable Internet connection: recommended minimum speed 1/1 Mbit/s (check with your internet service provider)

## Patient requirements

Oticon RemoteCare is only compatible with Oticon hearing aids with 2.4 GHz Bluetooth®.

- An iPhone®, iPad® or Android™ phone. See compatible models and software here: [www.oticon.com/support/compatibility](http://www.oticon.com/support/compatibility).
- An iPhone with updated iOS software (13.0 or later) or Android with 8.0 (Oreo) operating system is required.
- A stable Internet connection: recommended minimum speed 1/1 Mbit/s (check with your internet service provider)
- An e-mail account

**PLEASE NOTE:** It is important to keep record of the patient's email address used when signing up for their RemoteCare app account, as this must be entered into the Genie 2 fitting session to make contact with the patient.

**Important Notice:** It is the sole responsibility of the hearing care professional to obtain all necessary licensure/certification needed to use Oticon RemoteCare with patients. Oticon is not responsible for this.

# Enable Oticon RemoteCare

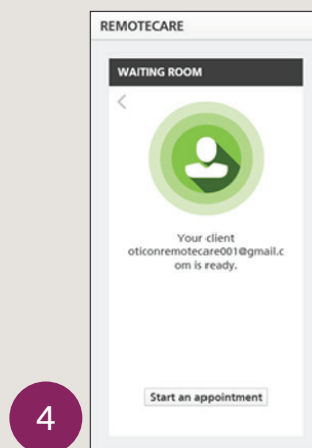
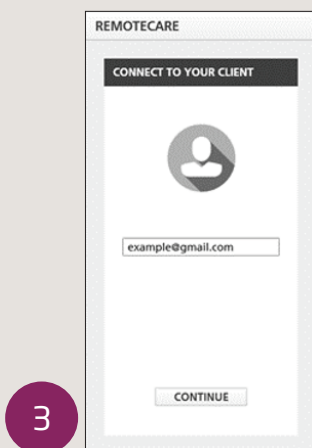
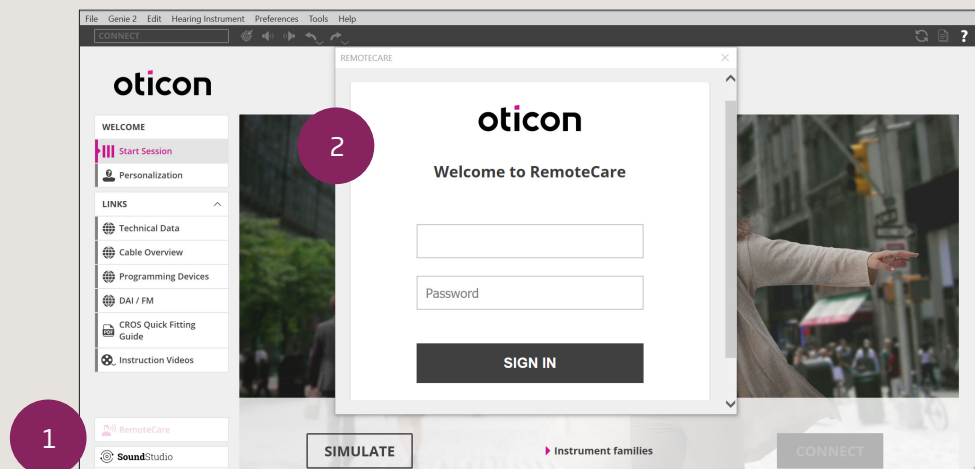
To create an account you must contact your Oticon representative.

Open the Oticon RemoteCare invitation email sent by your local representative and follow the instructions.

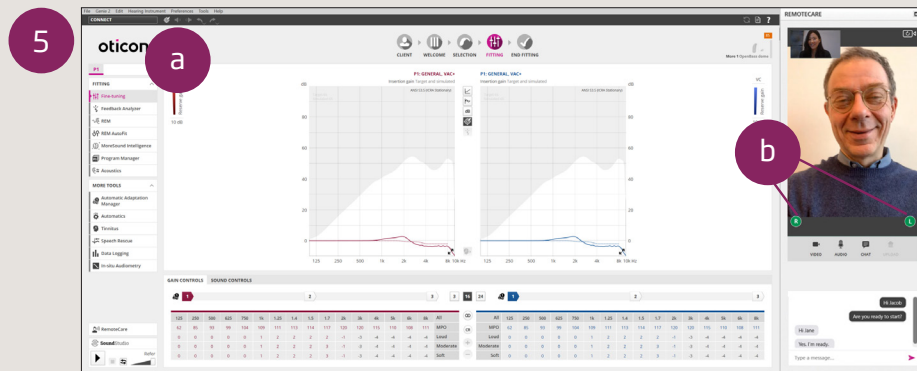
If RemoteCare is not enabled in your Genie 2 software, click Preferences at the top of your screen, Edit Preferences and then select RemoteCare. Click the box to turn on RemoteCare.

## Conduct an Oticon RemoteCare Fitting

1. Click 'RemoteCare' to turn on RemoteCare.
2. Sign in.
3. Enter the patient's email address that the patient used to register for the RemoteCare app and press 'Continue'.
4. Click 'Start an appointment' to establish communication with patient.



5. Click 'Connect' to detect and connect to the patient's hearing instrument(s). The status indicators turn green when the hearing instruments are connected. The connection status of the hearing instruments is indicated in two places:
  - a. Connection Bar.
  - b. Hearing instrument status indicators in RemoteCare communicator.



A. RemoteCare communicator

- a. Enables text messaging and communication via audio and video between you and your patient.
- b. Hearing instrument status indicators.
- c. Enable/disable your camera.
- d. Mute/unmute your microphone.

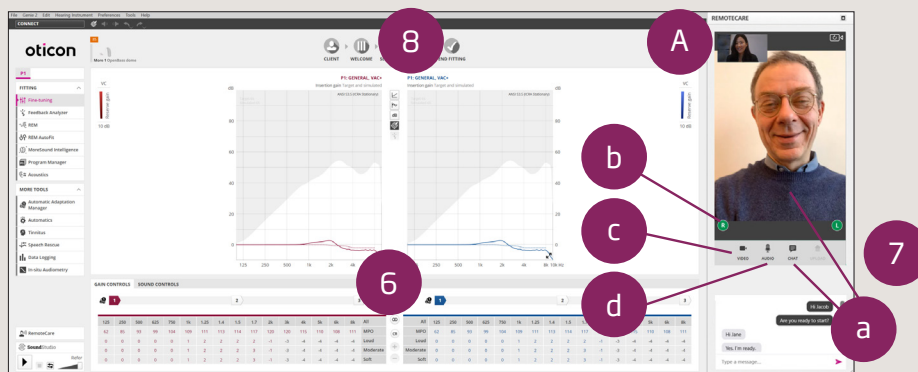
6. Fit hearing instruments as you would do normally, if needed.
7. Click 'Upload' to upload the new settings to the hearing instrument(s).

If the patient exits their RemoteCare app before the last settings are uploaded then the patient will not receive those settings. The patient should open the RemoteCare app and re-establish connection to the fitting session.

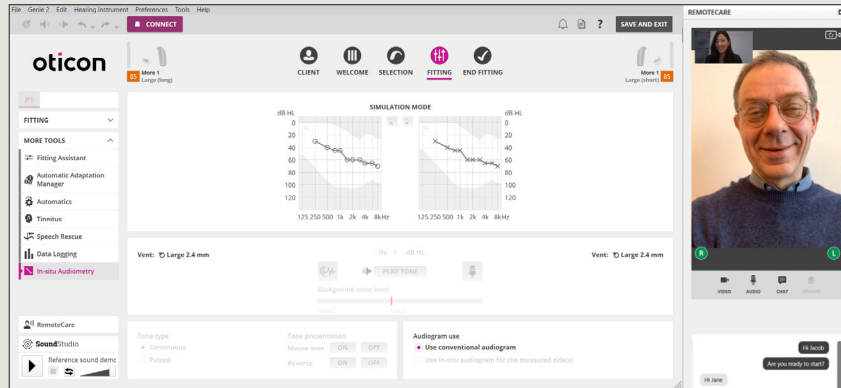
**Note:** RemoteCare sessions do not allow firmware updates, tinnitus programming, real ear measurements, changes to acoustics and running Feedback Analyzer.

8. Go to the End Fitting step and click 'Save and exit'/'Save and go to patient step' to save and end the session with the patient.

**Note:** Once 'Save and Exit' is clicked the communication between the clinician and patient will end and the hearing aid will restart.



# In-situ Audiometry Now Available for Oticon RemoteCare



## Benefits of In-situ Audiometry for Oticon RemoteCare:

- Allows for more personalized fittings
- Takes individual ear acoustics into consideration

With the latest release of Genie 2, In-situ Audiometry is now available for Oticon RemoteCare. In-situ Audiometry allows you to fine-tune your patient's hearing aids by measuring in-ear, the individual hearing thresholds using the hearing aids themselves. In-situ Audiometry for Oticon RemoteCare opens up the possibility of completing the whole process from the comfort of the patient's own home.

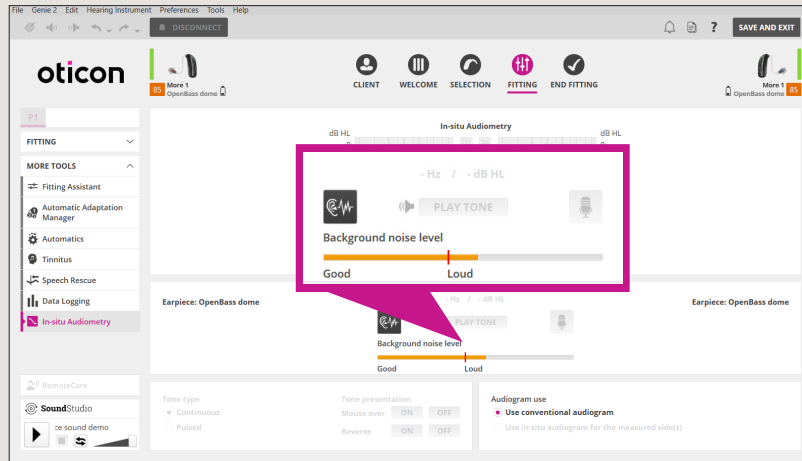
**Important Note:** Please note that In-situ Audiometry whether it is conducted in the office or via RemoteCare cannot be used for diagnostic purposes. While it cannot replace in-person audiometry, it will be beneficial in cases where the patient cannot come into the office but needs to have personalized adjustments made.

## Best Practices for Obtaining Accurate In-situ Audiometry Results Using Oticon RemoteCare



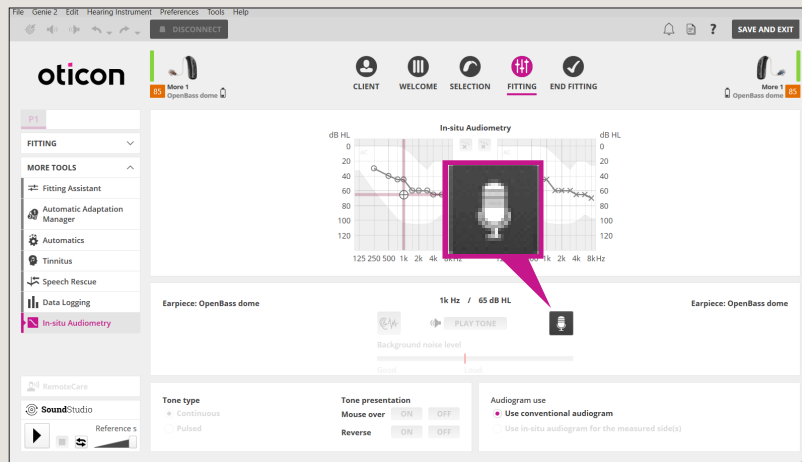
- 1 Ensure your patient is in an environment with no noise
- 2 Ensure you turn off your microphone to avoid any unwanted noise as it could impact results
- 3 Instruct your patient to wear the hearing aids correctly as advised in the first fitting appointment
- 4 To compensate for possible delays in connection, play tones for at least two seconds and with longer than normal pauses (preferably more than two seconds) between the tones presented to the patient

# Background Noise Level and Talk Over Functions



In-situ Audiometry for Oticon RemoteCare must be conducted in a quiet environment. Before starting audiometry, you can run the noise level measurement by clicking on the Background Noise Level icon. The noise level meter will measure the background noise through the microphones on the hearing aid.

During the noise detection, the bar will show green if the level of background noise does not exceed the limit of 45 dB. The bar will be displayed in orange if the level of background noise exceeds the limit of 45 dB.



When performing In-situ Audiometry using Oticon RemoteCare, the microphones on the hearing aids are muted. The Talk Over function above allows the microphones in the hearing aids to be unmuted and normal amplification will be available for the hearing aids.

If the patient is streaming through the hearing aids during the RemoteCare session, the Talk Over function will allow you to speak to your patient during the session.

**Note:** Please note that this is not available for Android devices that do not support direct streaming or are incompatible with direct streaming.

For more information on RemoteCare, please visit:  
[www.oticon.com/professionals/tools-and-support/remote-care](http://www.oticon.com/professionals/tools-and-support/remote-care)

For further assistance with RemoteCare, please contact your local  
Oticon representative.