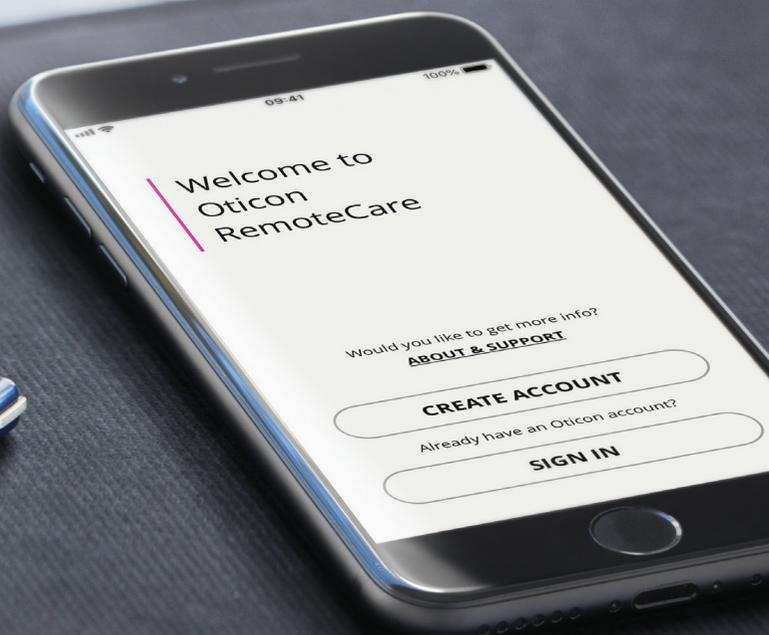


OTICON
RemoteCare

How to get the most out of your **Oticon RemoteCare** appointment



oticon
life-changing technology

Preparation checklist

The following are important steps to complete prior to your Oticon RemoteCare appointment. Please read through the steps carefully, and make sure they are completed. For more information, please refer to the RemoteCare Instructions for Use, or seek help from your hearing care professional.

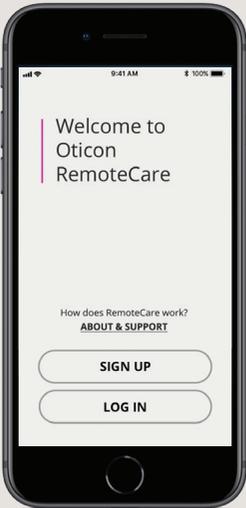
- ✓ Ensure Bluetooth is activated on your smartphone
- ✓ Make sure that your devices are sufficiently charged. Smartphones should have at least 50% charge.
- ✓ Use fresh batteries in your hearing aids. If using rechargeable, make sure they are fully charged.
- ✓ Ensure your hearing aids are paired to your smartphone
- ✓ Launch the RemoteCare App and enter your login credentials
- ✓ Optional: Ask a family member or friend to be with you during your appointment to test the effects of the adjustments in real time



Getting started

Once you have paired your Oticon hearing aids* with your iPhone®, iPad®, Android™ smartphone or tablet and downloaded the Oticon RemoteCare App, you're just three simple steps from accessing your first remote follow-up appointment.

STEP
1



Create account
and sign in

STEP
2



Connect to your
hearing aids

STEP
3



Connect to your
hearing care
professional

* Oticon RemoteCare is compatible with Oticon hearing aids with 2.4 GHz Bluetooth®. Please check with your hearing care provider to see if your hearing aids are compatible.



During your appointment, DO NOT:

- Place your hearing aids more than 15 feet from the phone
- Turn off your hearing aids, smartphone or Bluetooth
- Enable flight mode on your smartphone or hearing aids (long button press)
- Answer incoming calls until the RemoteCare session is completed
- Exit the RemoteCare App or switch to another app, as this will immediately terminate the appointment
- Switch between Wi-Fi and data

Technical requirements

You will need a stable Internet/Wi-Fi connection, iPhone model iPhone 5s or newer, updated iOS software (12.0 or later) and an appointment from your hearing care professional. Android devices will require Android 8.0 (Oreo) operating system.

If the connection is unsuccessful, the RemoteCare App will make troubleshooting suggestions. If the connection is still unsuccessful or if you have any questions, please contact your hearing care professional or refer to your Instructions for Use.

Download Oticon RemoteCare App from the App Store and Google Play



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