

# 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.

## 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](http://www.oticon.com/support).
- An iPhone model 5s or newer with updated iOS software (12.0 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

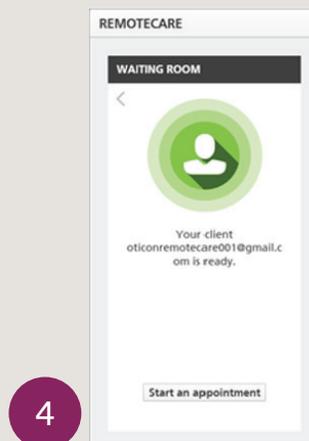
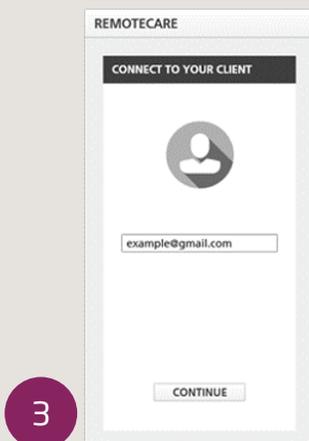
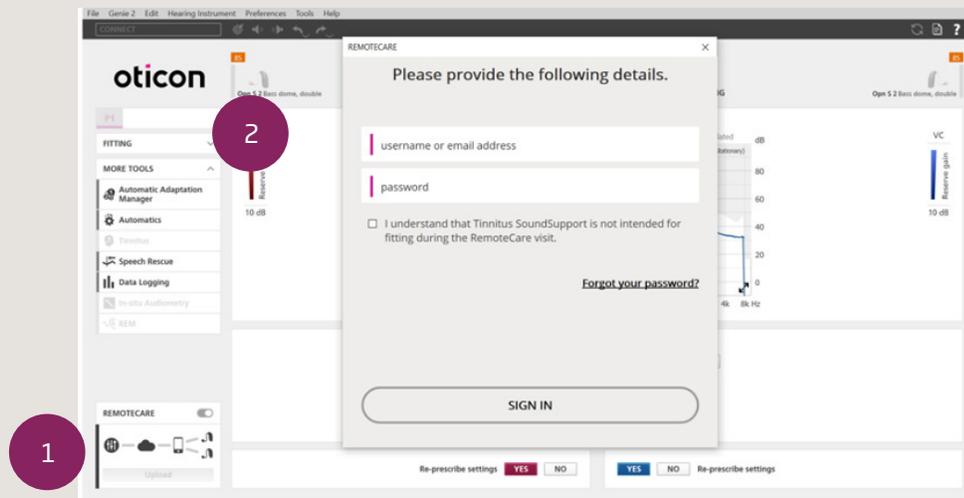
To create an account you must contact your Oticon representative.

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

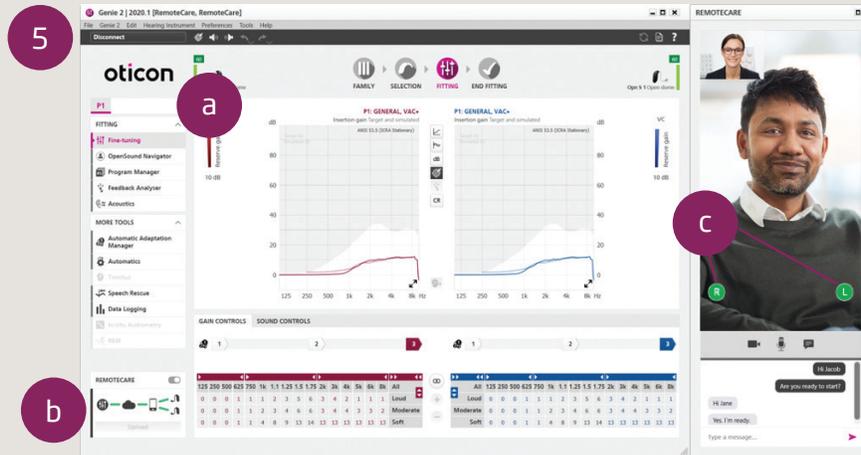
If RemoteCare is not enabled in your Genie 2 software, click Preferences at the top of your screen, Edit Preferences and then select RemoteCare. Click the box to turn on RemoteCare.

## Conduct an Oticon RemoteCare Fitting

1. Toggle 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 three places:
  - a. Connection Bar.
  - b. RemoteCare connection overview.
  - c. Hearing instrument status indicators in RemoteCare communicator.



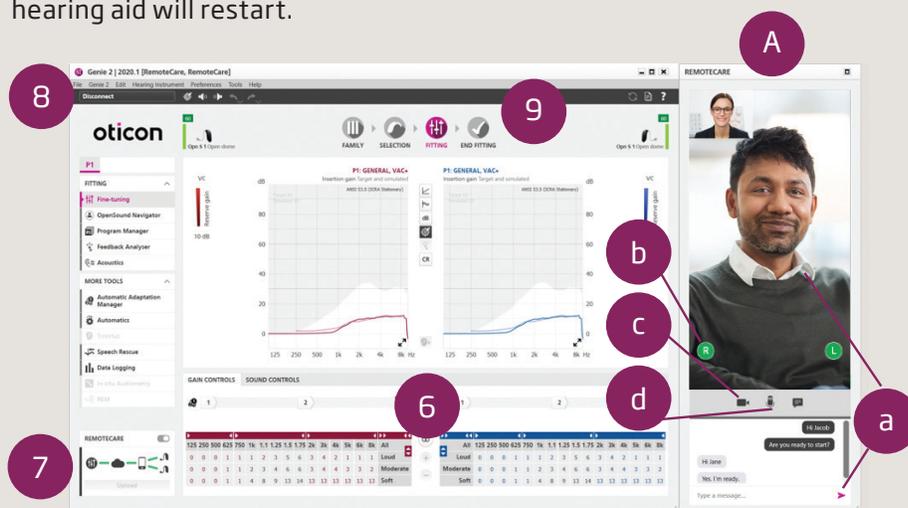
- A. RemoteCare communicator
  - a. Enables text messaging and communication via audio and video between you and your patient.
  - b. Hearing instrument status indicators.
  - c. Enable/disable your camera.
  - d. Mute/unmute your microphone.
6. Fit hearing instruments as you would do normally, if needed.
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 In-situ audiometry, 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.



For more information on RemoteCare 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.