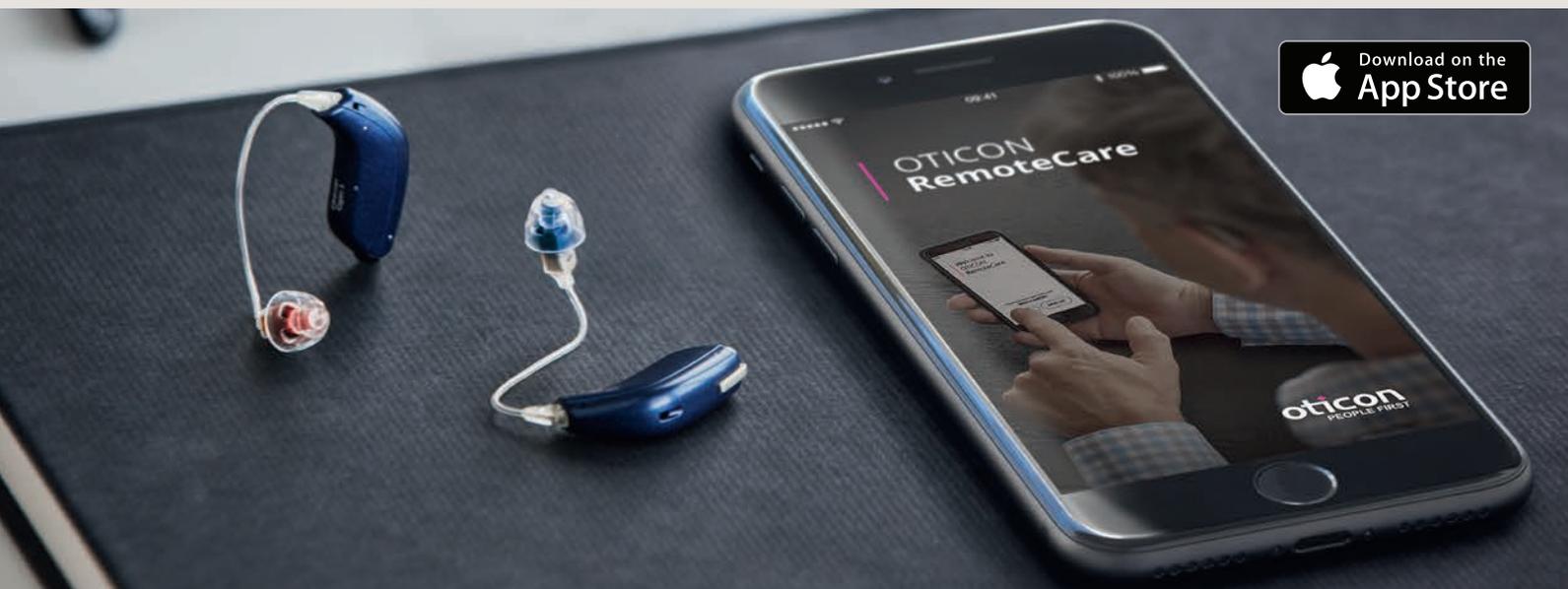


How to get the most out of your **Oticon RemoteCare** appointment

The following guidelines are designed to help you get the most out of your RemoteCare appointment. For more information, please refer to the RemoteCare Instructions For Use or seek help from your hearing care professional.

- Select a quiet, comfortable space to sit.
- Go through the Preparation Checklist (on the other side of this document).
- Make sure you choose a location with a data/Wi-Fi connection of 1/1 Mbit/sec or higher. Wi-Fi is recommended where available
- Place phone standing up in portrait mode against a stable support surface to ensure your hearing care professional can see you clearly, and that your hands are free for potential troubleshooting.
- If possible, ask a family member to be at home during your appointment to test the effects of the adjustments in real-time.
- If support is needed in a specific setting, such as in your favourite restaurant, workplace or a particular room at home, conduct appointment from this space.
- Ensure that you are using a device that meets the technical requirements for RemoteCare compatibility:
 - iPhone® models: iPhone X, iPhone 8, iPhone 8 Plus, iPhone 7, iPhone 7 Plus, iPhone SE, iPhone 6s, iPhone 6 Plus, iPhone 6, and iPhone 5s.
 - iPhone software: iOS 11.0 or later



During the appointment, please avoid the following:

- Placing your hearing aids more than 5 m from the phone
- Turning off your hearing aids (open battery drawer)
- Turning off Bluetooth® on your iPhone
- Enabling flight mode on your iPhone or hearing aids (long button press)
- Exiting the RemoteCare App or switching to another app, as this will immediately terminate the appointment
- Turning off your iPhone
- Disconnecting the hearing aids from your iPhone
- Switching between Wi-Fi and data

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 iPhone.
- Plug iPhone into power source or ensure it has the recommended level of 50% charge to avoid power loss mid-session.
- Put fresh batteries in your hearing aids. If you are using rechargeable batteries, make sure they are fully charged.
- Ensure that Wi-Fi or data used has a recommended bandwidth of 1/1 Mbit/sec
- Pair your hearing aids to your iPhone if not already paired.
- Disable streaming from the iPhone to the hearing aids. Refer to the RemoteCare Instructions For Use for steps on how to do this.
- Launch the RemoteCare App and enter your login credentials.
- Follow the prompts from the App until you reach the virtual waiting room. Once you are in the virtual waiting room, wait for the App to notify you that your hearing care professional has started the session.
- If connection unsuccessful, the RemoteCare App will make troubleshooting suggestions. If connection is still unsuccessful, please contact your hearing care professional.

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