



Oticon RemoteCare™ App



Instructions for use

oticon
PEOPLE FIRST

Introduction

Oticon RemoteCare is an application (app) designed for remote communication between you and your hearing care professional. The application allows you to make follow-up appointments with your hearing care professional from the comfort of your own home. Some appointments may require that you visit your hearing care professionals practice in person.

The app enables data communication between your hearing aids and the hearing care professional via a stable Internet connection. The application runs on your iPhone and will allow you to see, hear, and text your hearing care professional during your remote appointment.

This booklet guides you on:

- Getting started with the Oticon RemoteCare App
- How to use the Oticon RemoteCare App with iPhone®



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Intended use

The Oticon RemoteCare App is intended to allow the hearing care professional to perform fine tuning to your hearing solution. The RemoteCare App is not intended to be used by anyone under 18 years of age.

Disclaimer for Oticon RemoteCare App

Oticon is not responsible for the consequences of using this app outside of its intended use or warnings. Your hearing care professional is responsible for all fine tuning done through the Oticon RemoteCare App. Oticon is not responsible for hearing aid adjustments made through RemoteCare.

Oticon reserves the right to discontinue the RemoteCare App service without prior notice.

IMPORTANT NOTICE

The RemoteCare App connects you to your hearing care professional who can send fine tuning adjustments to your hearing aids. In the event changes are not possible via RemoteCare, an in-person visit to your hearing care professional may be necessary. For more information, please discuss with your hearing care professional.

System requirements

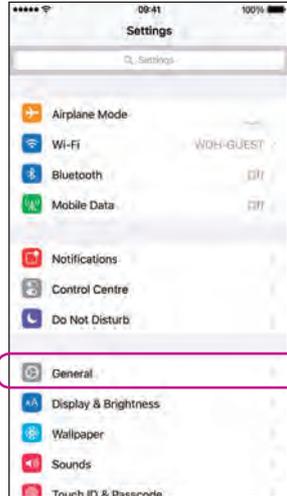
To be able to use the Oticon RemoteCare App, you need the following:

- Oticon Opn or Oticon Siya hearing aids - paired to your iPhone
- One of the following iPhone models: iPhone X, iPhone 8, iPhone 8 Plus, iPhone 7, iPhone 7 Plus, iPhone SE, iPhone 6s, iPhone 6s, iPhone 6 Plus, iPhone 6, and iPhone 5s.
- Updated iPhone software: iOS 11.0 or later. To find out which iOS version you have
Settings → General → About → Version
- A stable Internet connection with a speed of 1/1 Mbit/s is recommended
- An email account
- An Apple-Id account

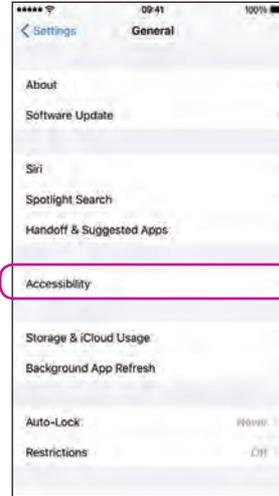
How to pair your iPhone with Oticon hearing aids*



Select Settings
Find the Settings icon on iPhone



Select General

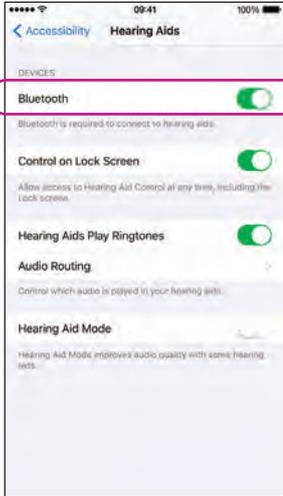


Select Accessibility

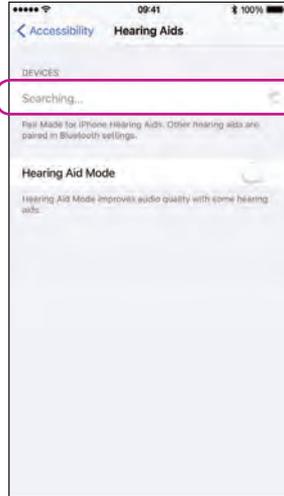


Select MFi Hearing Aids

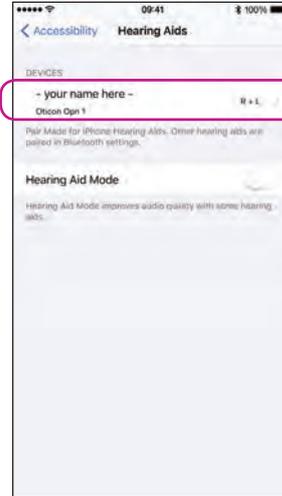
*If your Oticon hearing aids have not been paired to your iPhone, please follow the instructions above



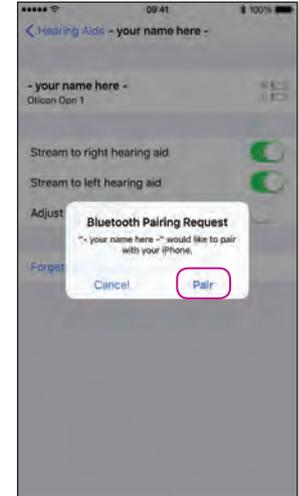
Ensure Bluetooth is on



iPhone will now search for hearing aids
Open/close the battery door on the hearing aids so iPhone can recognize them



Select the hearing aids once available



Confirm the Bluetooth pairing request: once for each hearing aid

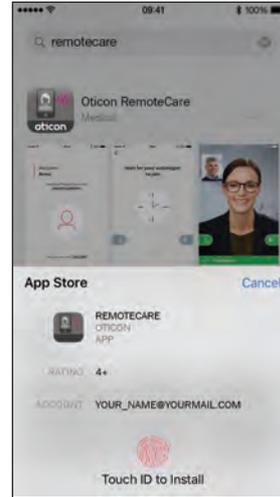
Install the Oticon RemoteCare App



Enter App Store
Find the App Store® icon



Search for Oticon RemoteCare, press 'GET'



Press 'Install'



Open the Oticon RemoteCare App

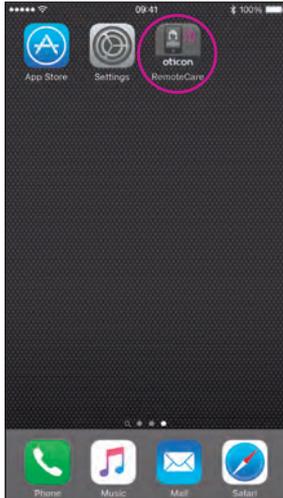
Checklist to prepare for your appointment

- What is sufficient power? Ensure your iPhone has at least 50% battery power, or plug it in during the RemoteCare appointment.
- Position yourself where there is a stable Internet connection (1/1 Mbit/s)
- Check batteries: Insert new batteries in your hearing aids. If you use rechargeable hearing aids make sure they are charged. Note: Your hearing aids must have new or fully charged batteries in order to maintain a strong connection throughout the appointment.

During the session, please avoid the following:

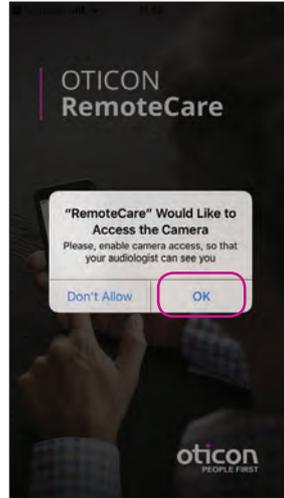
- Placing your hearing aids more than 16 feet from your iPhone
- Turning off your hearing aids (opening battery drawer)
- Turning off Bluetooth on your iPhone
- Enabling airplane mode on your iPhone or hearing aids (long button press)
- Turning off your iPhone
- Switching between Wi-Fi and data plan
- Terminating the Oticon RemoteCare App or switching to another app

First time use



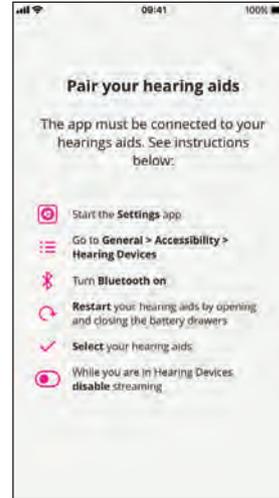
Open the RemoteCare App

Open the RemoteCare App on your iPhone and follow the instructions in the app



Startup screen Allow access

Allow access to the camera and microphone

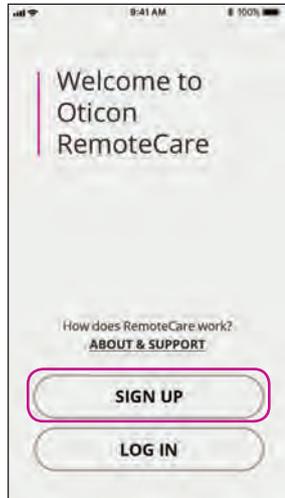


Pair hearing aids*

Your hearing aids must be paired. If your hearing aids are not connected to your iPhone, follow the instructions for pairing on page 6.

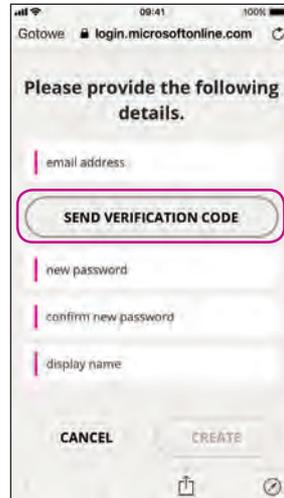
*Only shown when hearing aids are not paired

Setting up your account



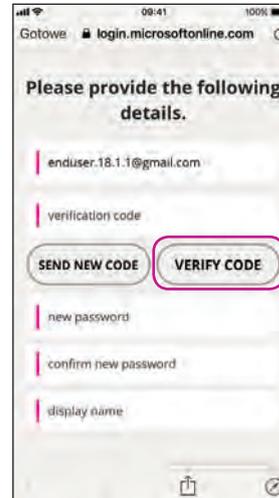
Select 'SIGN UP'

Note: If you already signed up to other Oticon registered services, re-use your login and password. Alternatively, you can create a new account. Sign up with Facebook or Google are not supported



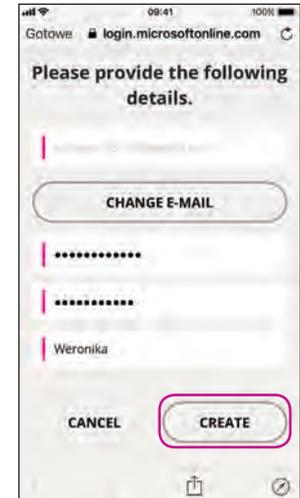
Enter email

Enter your email address and click 'SEND VERIFICATION CODE'. You will now receive an email with your verification code



Verification code

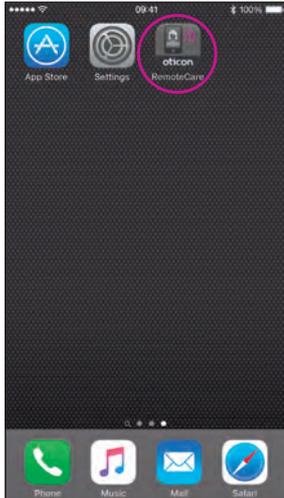
Enter the verification code that you received by email and click on 'VERIFY CODE'



Create a password

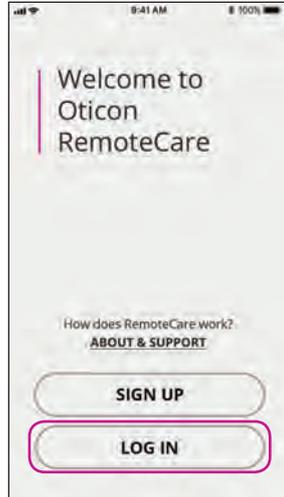
Create a password. You will use the password when you connect to RemoteCare appointments. Confirm your password by entering it again in the second field. Create a 'Display name' and click on 'CREATE'

Begin your RemoteCare appointment



Open the RemoteCare App

Open the RemoteCare App on your iPhone and follow the instructions in the app



Log in

Log into the appointment by using your email and password and then click on 'LOG IN'



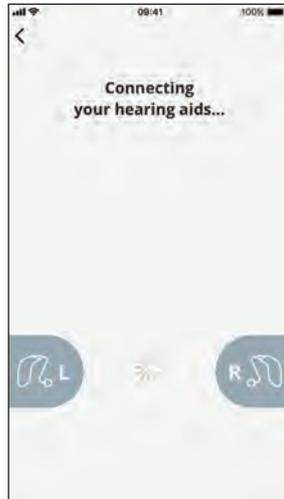
My appointment

Click on 'MY APPOINTMENT' to go to your appointment



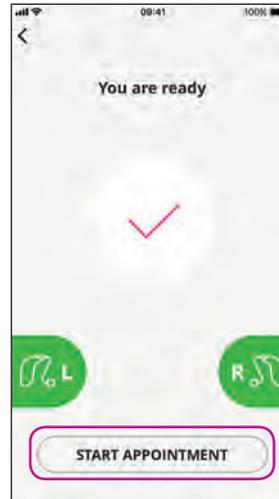
Check batteries

Check your batteries: insert new batteries in your hearing aids. If you use rechargeable batteries make sure they are charged. Proceed by clicking 'I UNDERSTAND'



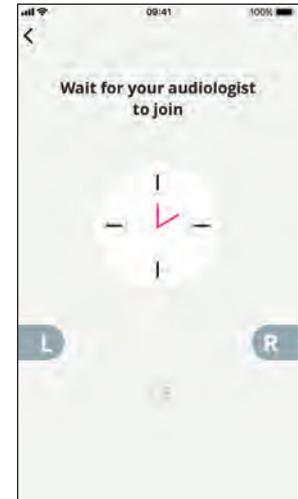
Wait for the hearing aids to be connected

Please wait for the app to connect your hearing aids



Start the appointment

Click on 'START APPOINTMENT' to enter the virtual waiting room



Waiting room

Please wait for the hearing care professional to enter the waiting room to begin your appointment

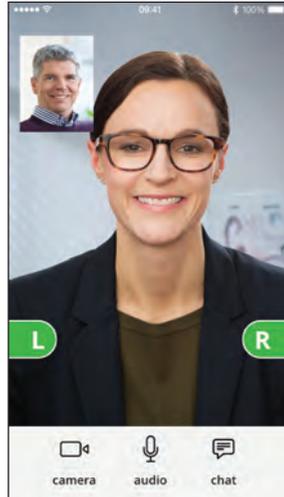
Your RemoteCare appointment

The RemoteCare appointment

When your hearing care professional joins the appointment, he/she appears on your screen.

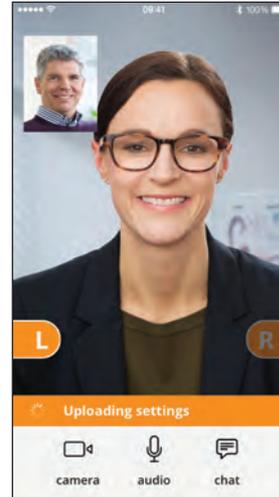
During the appointment it is possible to:

- **Camera:** turn your own camera on/off
- **Audio:** turn your own audio on/off
- **Chat:** write a text message to your hearing care professional



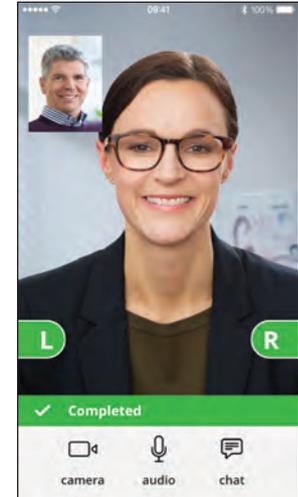
Hearing aids connected

When your hearing care professional establishes a remote connection to your hearing aids the graphics turn green



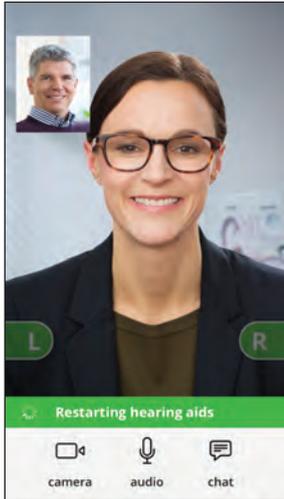
Applying settings

When your hearing care professional uploads new settings to your hearing aids, then the graphics turn orange



Settings saved

When the new settings have been successfully saved to your hearing aids, then the graphics turn green again



Restarting hearing aids

When you and your hearing care professional agree to end the appointment, then the hearing care professional restarts the hearing aids and you will hear a jingle



End appointment

Your hearing care professional will finish the appointment and 'Appointment ended' appears. You can begin using your hearing aids

FAQ

What do I do if I receive a phone call during the RemoteCare appointment?

- It is recommended to decline any phone calls occurring during the RemoteCare appointment.
- If it is necessary to answer the call, answer it as you normally would.
When you hang up the phone call, the RemoteCare appointment will continue.

What do I do if my Internet suddenly stops working?

- If it is just a short temporary breakdown (<30 secs), the app will automatically reconnect to the appointment.
- If it is a longer breakdown (>30 secs) you will need to manually press “Try to reconnect” in the app or end the appointment.

During the appointment, I left the app and returned to it. Does that have any impact?

- When the RemoteCare App is not active the hearing care professional cannot see you and to the hearing care professional it seems as if you have a connection issue. If you left the app for more than 30 seconds and return to it, the app asks if you want to “Try to reconnect” or “End the appointment”.

I am having challenges with the appointment with my hearing care professional, e.g. video is unstable.

- This is most likely due to an unstable Internet connection.
Try to repeat the appointment with a better Internet connection.



Troubleshooting

Before the appointment

The hearing aids are not detected by the app.

- Ensure Bluetooth is enabled, see page 6.
- Ensure new batteries are inserted.
- Ensure the hearing aids (both L and R) are paired with the phone, see page 7.

During the appointment

I can only see myself, there is no video-stream of my hearing care professional

- Let the hearing care professional know that you cannot see him/her. The hearing care professional will try to refresh the video connection.
- Wait for a short while, usually the video-stream will be established.
- Press the power button of the phone briefly (do not turn off phone completely) to go "standby" for 15 seconds. Turn the phone on again and open the app.
- If this does not work after a few tries, then completely start over. (terminate app, re-open app and enter appointment).

Network issues

- Follow the guidance in the app.
- Try to re-establish the connection.
- Check your own Internet connection.
- If you cannot re-establish the connection, contact your hearing care professional and make a new appointment.

After the appointment

- The appointment suddenly ended without a mutual agreement with my hearing care professional
- Try to connect to the appointment again or call your hearing care professional.

The hearing aids do not work after lost connection to my hearing care professional during an appointment

- Open the RemoteCare App again. Go to “Connect your hearing aids”. The app will check if your hearing aids are functional. In some cases, the RemoteCare App will go into “recovery mode” and update the hearing aids with the latest settings from your hearing care professional. Please follow the guidance in the app.

If the settings in your hearing aids cannot be recovered, please:

- Ensure Bluetooth is enabled, see page 6.
- Ensure new batteries are inserted.
- Ensure the hearing aids (both L and R) are paired with the phone, see page 7.
- Restart the RemoteCare App again. Go to “Connect your hearing aids”. The app will check if your hearing aids are functional. In some cases, the RemoteCare App will go into “recovery mode” and update the hearing aids with the latest settings from your hearing care professional. Please follow the guidance in the app.

If the settings in your hearing aids cannot be recovered after above steps, please contact your hearing care professional.

Description of Product Symbols

The following are definitions that may appear in the instructions for use for the Oticon RemoteCare App:

Description of symbols used in this booklet	
	Warnings Text marked with a warning symbol must be read before using the device.
	Manufacturer The device is produced by the manufacturer whose name and address are stated next to the symbol. Indicates the medical device manufacturer, as defined in EU Directives 90/385/EEC, 93/42/EEC and 98/79/EC.
	CE mark The device complies with Medical Device Directive 93/42/EEC. The four digits number indicates the identification of the notified body.
	Consult instructions for use Indicates the need for the user to consult an instructions for use.





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