OTICON
RemoteCare

Oticon Government Services

Quick Guide for Clinicians

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 those made in a clinic.

Important information

- Oticon RemoteCare works with:
  - Apple iPhone® and iPad® on iOS 13.0 or higher.
  - Android™ phones on operating system 8.0 (oreo) or higher.
- Hearing aid compatibility: **Specialized programming is not required prior to RemoteCare session.** *All Oticon More™, Opn S™, Opn Play™ and Xceed hearing instruments are compatible with RemoteCare. All Oticon Opn™ with Firmware 6.0 or newer (November 2018) that have 2.4 GHz Bluetooth® Low Energy wireless technology are also RemoteCare compatible.* Any products on older Firmware may be mailed into Oticon for Firmware upgrade (note this request in special instructions).
- Oticon RemoteCare works best on WiFi, however it will also work using data.
- Should your patient require assistance with their phone or app, the patient may call the Oticon patient support hotline at: 855.400.9766

Firmware

Hearing aids will need to be on Firmware 6.0 or newer to work with RemoteCare. How do you know which FW is in your patient's hearing aids? Either click on the "eyeball" in NOAH (this feature is available in Noah 4.6 or newer) for a snapshot of the settings in the hearing aids or check the end fitting screen if you are in Genie 2 software.

"Eyeball" in NOAH
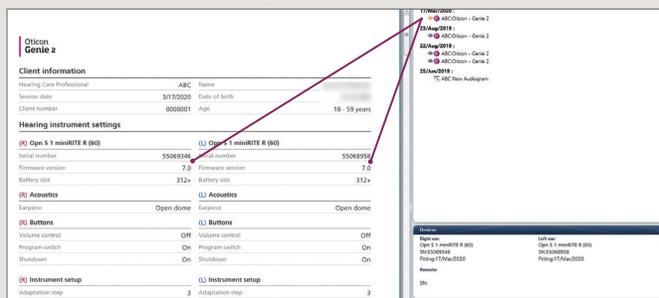
End fitting screen in Genie 2
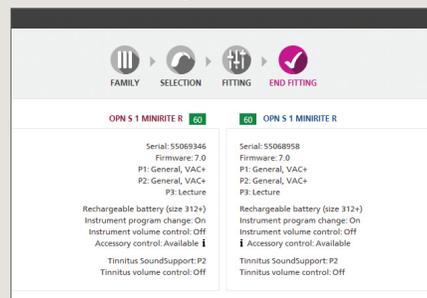
*For Custom models to be compatible, they must have 2.4 GHz Bluetooth® Low Energy wireless technology

Step 1: Getting started

Open NOAH/Genie 2 and select the patient's most recent session.

1. Click the RemoteCare box in lower left corner of screen.

2. Enter your RemoteCare credentials and click "SIGN IN"

3. Enter patient email address and click "CONTINUE"

4. Once the patient is in the virtual waiting room, click 'START AN APPOINTMENT' when you are ready.

Note: It is only possible to start a session when the patient is already present/has started an appointment.
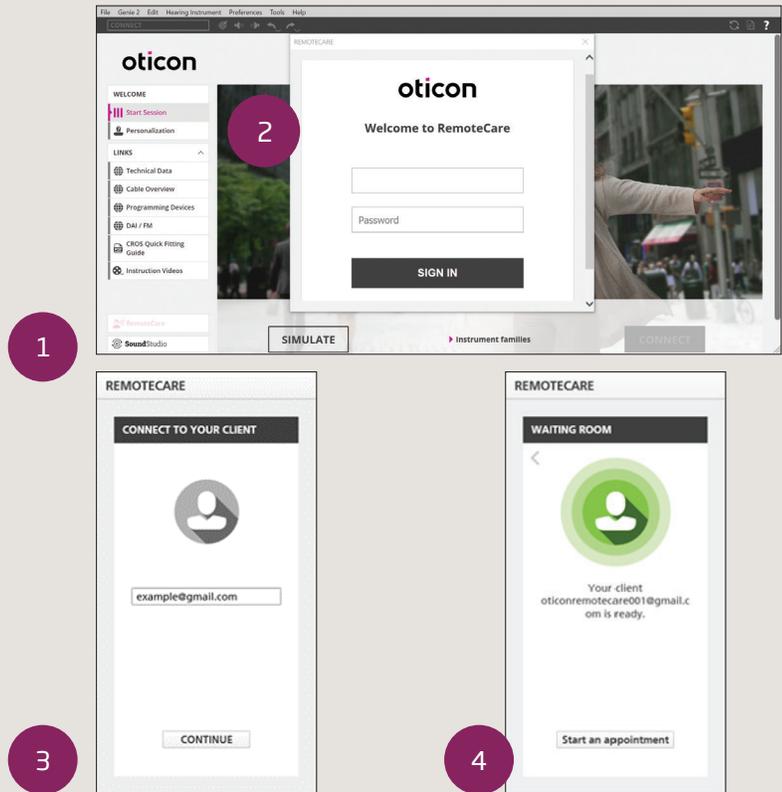
Step 2: Conduct the session

1. Click 'CONNECT' to detect and connect to the patient's hearing aid(s). The status indicators turn green when the hearing aid(s) are connected. Please note the connection process may take up to several minutes. If you get a communication error, go to the 'FAMILY' or 'SELECTION' screen and connect the hearing aid(s). Once connected, proceed to 'FITTING'.

   The connection status of the hearing aids is indicated in two places:

   a. Connection Bar
   b. Oticon RemoteCare Communicator
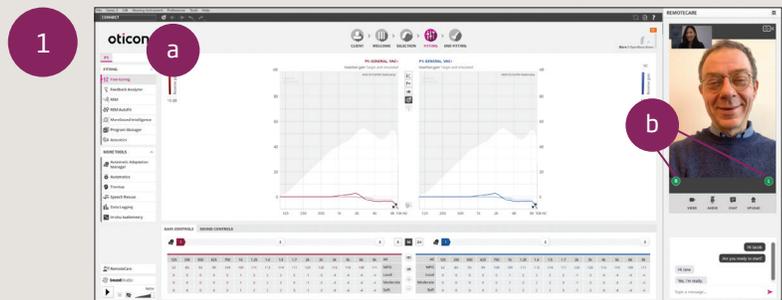
Important: Use RemoteCare Communicator to communicate with your patient

a. Hearing aid status indicators

b. Enable/disable camera

c. Mute/unmute microphone

d. Enables text messaging and communication via audio and video between you and your patient

e. Upload button

f. Refresh video

NEW location

2. Program the patient's hearing aids as you would do normally, if needed.

3. Click 'UPLOAD' to upload the new settings to the hearing aids.
   Note: *The upload button has moved to the lower right corner of the RemoteCare Communicator box.*

4. Once all desired changes have been made, click 'DISCONNECT'. The hearing aids will be disconnected from Genie 2 and will restart.
   Note: You can also disconnect the hearing aids from the 'END FITTING' screen.

5. Go to the 'END FITTING' screen and click 'SAVE AND EXIT' to save and end the session with the patient.

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
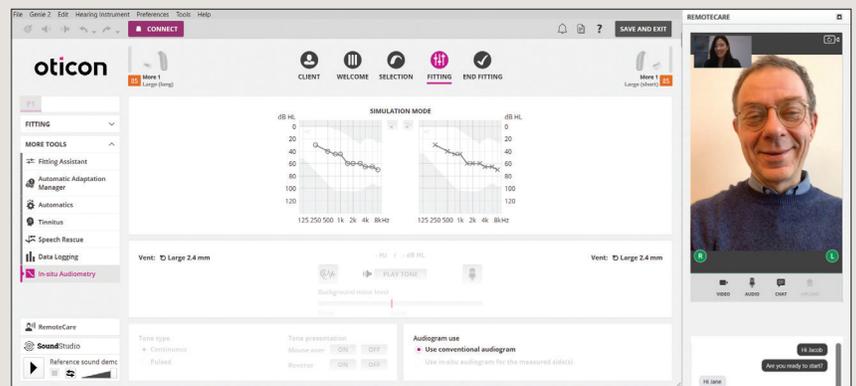
With the latest release of Genie 2, In-situ Audiometry is now available for Oticon RemoteCare. In-situ Audiometry allows you to fine-tune your patient's hearing aids by measuring in-ear, the individual hearing thresholds using the hearing aids themselves. In-situ Audiometry for Oticon RemoteCare opens 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 patient is in an environment with no noise

2 Turn off your microphone to avoid any unwanted noise as it could impact results

3 Instruct 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

What features are not available through RemoteCare?

- Firmware Updater
- Feedback Analyzer
- Real Ear Measurements
- Acoustics Settings (e.g., venting settings)
- Tinnitus SoundSupport™ – If a program exists, it cannot be modified during the RemoteCare session. This program will continue to work afterwards as previously programmed.

Questions? We're here to help!
Oticon Government Services Direct Line: **877.310.9681**

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