OTICON
RemoteCare

Oticon Government Services

# Quick Guide for Clinicians

Important information

- Oticon RemoteCare works with Apple® and Android™ products.

- Apple iPhone® and iPad® need to have iOS of 13.0 or higher. Android phones need to have operating system of 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® 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
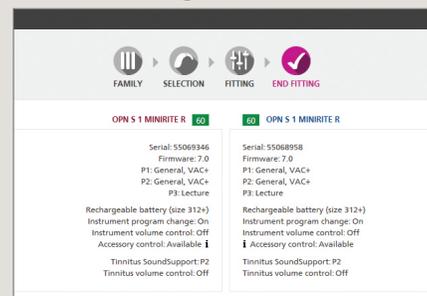
Firmware

Hearing aids will need to be on Firmware of 6.0 or newer to work with RemoteCare. How do you know which FW is in your patient's hearing aids? You can 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 you can check the end fitting screen if you are in Genie 2 software.
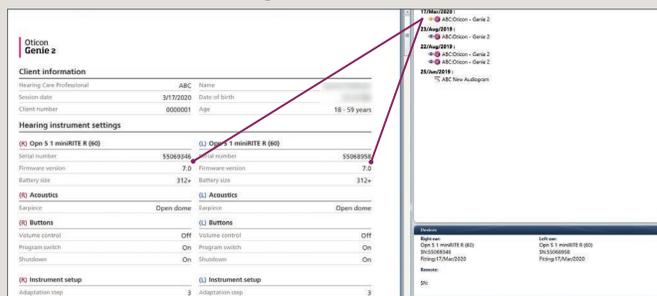
"Eyeball" in NOAH	End fitting screen in Genie 2

What features are not available through RemoteCare?

- Firmware Updater
- Feedback Analyzer
- Real Ear Measurements
- In-situ Audiometry
- 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.

*For Custom models to be compatible, they must have 2.4GHZ Bluetooth

Appointment best practices

- Prior to the RemoteCare Session, obtain the patient's email address.
- Check that the computer camera, microphone and speakers are working.
- Position yourself in front of the camera to assure the patient can clearly see your face and lips and sit close to the microphone to assure the best sound quality (headset recommended).
- Check in with the patient regularly to make sure there are no issues with the connection or audio.

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 A VISIT' when you are ready.

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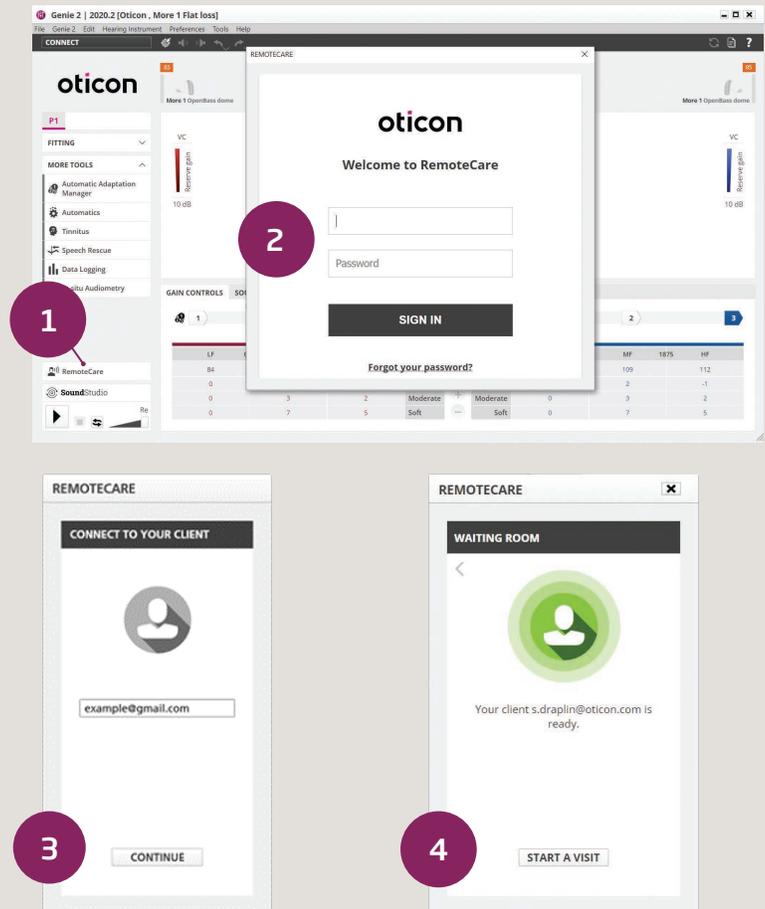
Step 2: Conduct the session

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

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.
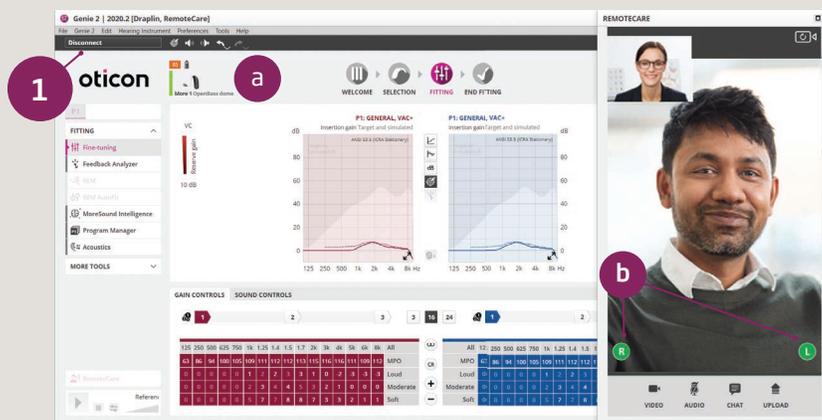
Important: Use RemoteCare Communicator to communicate with your patient

a. Hearing aid status indicators

b. Endable/disable camera

c. Mute/unmute microphone

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

NEW location e. Upload button

f. Refresh video

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Oticon Government Services: 1.877.310.9681

For more information on RemoteCare, visit:
www.oticon.com/professionals/tools-and-support/remote-care

For further assistance with RemoteCare, please contact
your local Oticon Representative.