Oticon Government Services

Getting started with Oticon RemoteCare

Setting up your hearing aids and phone/tablet

These 4 steps will help you set up your hearing aids and phone/tablet for RemoteCare.

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To use this app, the following items are needed:

- Oticon More™, Opn S™, Opn™, Xceed, or Opn Play™ hearing aids paired to your device.
- A stable Internet connection with a recommended minimum speed of 1/1 Mbit/s (check with provider).
- An email account.
- A compatible Apple® or Android™ phone or tablet (see **https://www.oticon.com/support/compatibility** for compatible device list).
  - Apple devices: must have iOS version 13.0 or newer.
  - Android devices: must have operating system 8.0 or newer.

Step 1: **Pair your Oticon hearing aids to your phone or tablet**

For more information, refer to your Instructions for Use booklet (included with your hearing aids) or the Oticon website: **www.oticon.com/support/how-to/connect-to-wireless-accessories**. For Android devices, patients will connect directly through the RemoteCare App.

Step 2: **Download the Oticon RemoteCare app**

Open the Apple App Store® or Android Google Play™ Store on your phone or tablet. Search for "Oticon RemoteCare" and download it to your device.

Apple

Android
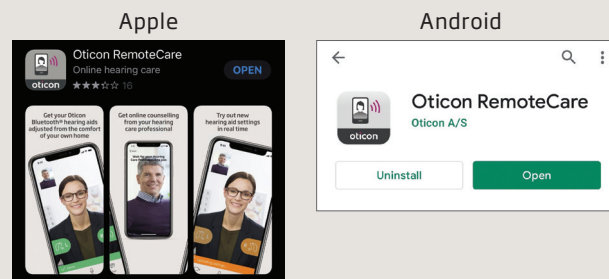
If you need assistance pairing your Oticon hearing aids, downloading the RemoteCare app, or creating a RemoteCare account, please call the Oticon Patient Support Hotline at: **855.400.9766**

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Step 3: Open the RemoteCare app & allow all permissions

RemoteCare will request permissions in order to work properly. **Your information is strictly confidential and Oticon does not record, track or store your personal information.**
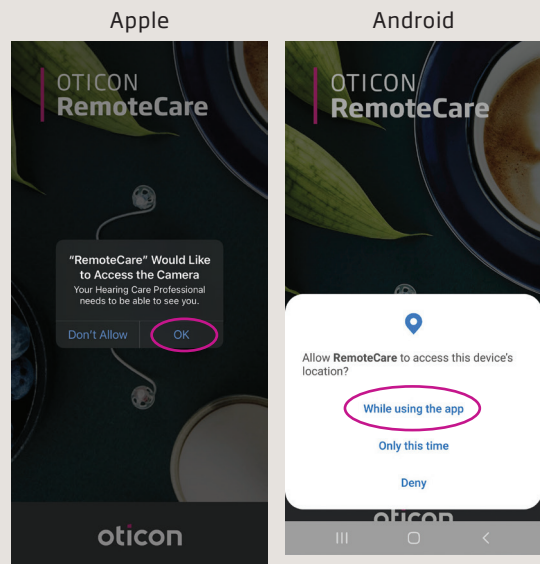
Apple will request access to:
- Bluetooth
- Camera
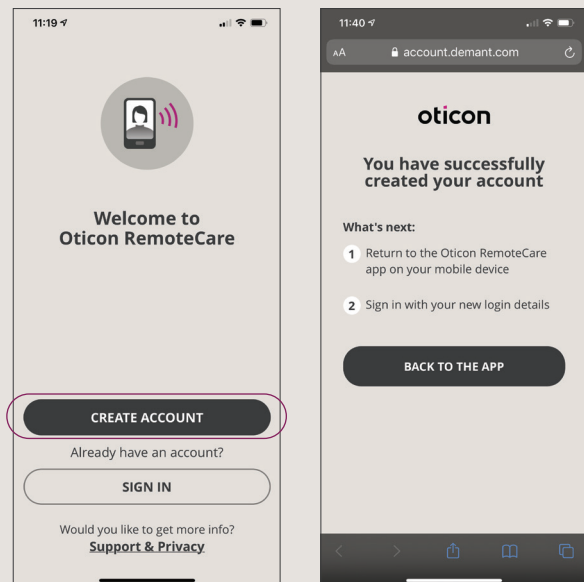- Microphone

Android will request access to:
- Location
- Pictures and video
- Audio

Note: Setting your device to accept automatic updates will ensure you have access to the latest software and features.

Apple   Android

OTICON **RemoteCare**

"RemoteCare" Would Like to Access the Camera
Your Hearing Care Professional needs to be able to see you.

Don't Allow   OK

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OTICON **RemoteCare**

Allow **RemoteCare** to access this device's location?

While using the app

Only this time

Deny

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Step 4: Create an account

Create an account so your hearing care provider can connect to you and your hearing aids remotely. The app will connect you to a web page to set up your account and password. *Tip: Share your email address with your hearing care professional, as they will need this to connect to your appointment.*

11:19

Welcome to Oticon RemoteCare

CREATE ACCOUNT

Already have an account?

SIGN IN

Would you like to get more info?
Support & Privacy

11:40
account.demant.com

oticon

You have successfully created your account

What's next:

1   Return to the Oticon RemoteCare app on your mobile device

2   Sign in with your new login details

BACK TO THE APP

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Your first RemoteCare appointment

These 4 steps will guide you through a virtual appointment with your audiologist. Please contact your audiologist to schedule a RemoteCare appointment.

Before the appointment:
- Ensure your phone or tablet is at least 50% charged, plugged in and Bluetooth is ON.
- Ensure your hearing aids have new batteries (or 100% charge if you use rechargeable hearing aids).
- For the best connection, close any apps you are running on your phone or tablet.

## Step 1: Sign in to the Oticon RemoteCare app

Open the RemoteCare app and click on "Sign In". Enter the email address and password you used to create your RemoteCare account.
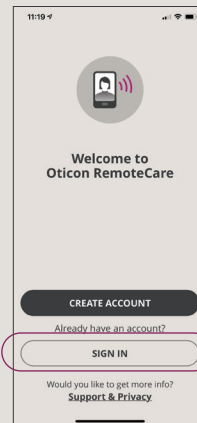
## Step 2: Enter the appointment and connect your hearing aids

Click on "My visit." On the next few screens, follow the prompts to:

- Keep mobile device plugged in
- Insert new batteries in your hearing aids and close the battery drawers
- Place rechargeable hearing aids in the charger and remove to put them in pairing mode.
- Allow the device to search for your hearing aids. Once connected, the left and right hearing aid icons will turn green and you may click "Start Visit".

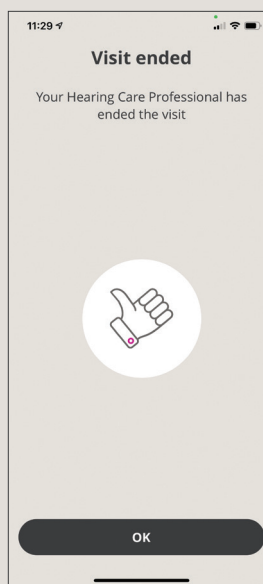**oticon**
life-changing **technology**
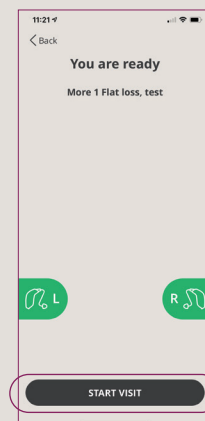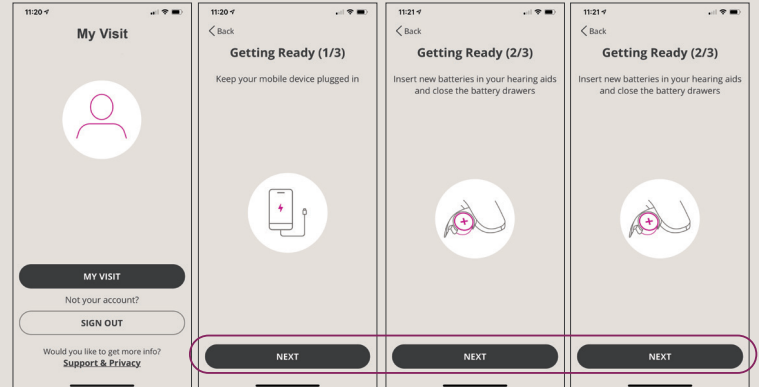
Step 3: Connect with your audiologist

You may have to wait for your Audiologist to join the appointment. When they are connected, you will see them on the screen and be able to hear them. Your audiologist will now be able to connect to your hearing aids, make adjustments to the programming and also discuss any concerns or questions with you, just as they would during a face-to-face appointment.
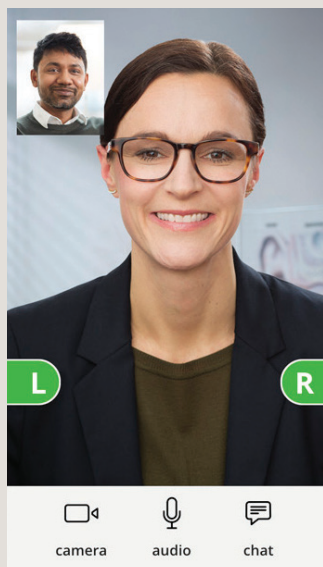
Step 4: Ending the appointment

When you are done working with your Audiologist, they will first disconnect from your hearing aids and you will hear your hearing aids restart. When they end the appointment, you will lose communication with the Audiologist. **Do not close the app until you see the "Visit ended" screen with the thumbs up.** At this point, you can click "OK" and leave the RemoteCare App.