

# Oticon RemoteCare App 3.0.0 iPhone and iPad



## Instructions for use

**oticon**  
PEOPLE FIRST



# Introduction

Oticon RemoteCare Application (App) is an app designed for remote communication between you and your hearing care professional. The app 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 attend your hearing care professional's practice in person.

The app enables data communication between your hearing aid(s) and the hearing care professional via a stable Internet connection. The app runs on your iPhone® or iPad® and it will allow you to see, hear and text your hearing care professional during your remote appointment.

This booklet guides you on:

- Getting started with Oticon RemoteCare App
- How to use Oticon RemoteCare App with iPhone or iPad



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## Intended use

Oticon RemoteCare App is intended to permit the fitting of the hearing solution by the hearing care professional. The product is intended to be used together with the given hearing solution. Oticon RemoteCare App is not intended to be used by anyone <18 years.

### **Disclaimer for Oticon RemoteCare App**

Oticon does not take responsibility for the consequences of using this app outside intended use or warnings. Your hearing care professional is responsible for the fitting through Oticon RemoteCare App. Oticon does not take any responsibility for the hearing aid fitting.

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

### **IMPORTANT NOTICE**

Oticon RemoteCare App connect you to your hearing care professional who sends updated settings to your hearing aid(s). In the event that not all changes are possible to carry out remotely, then a physical visit to your hearing care professional is necessary. If you have additional questions about the use of your Oticon RemoteCare App, please contact your hearing care professional.

## System requirements

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

- Oticon Opn™\*, Oticon Opn S™, Oticon Xceed, Oticon Opn Play™, Oticon Xceed Play and Oticon Siya hearing instrument families and models - paired to your iPhone or iPad.
- iPhone, iPad running iOS 12 or later. For information on compatibility, please visit [www.oticon.global/compatibility](http://www.oticon.global/compatibility)
- A stable Internet connection: recommended minimum speed 1/1 Mbit/s (check with your provider)
- An e-mail account

\*Requires Oticon Opn hearing aid Firmware 6.0 or later.

Please visit [www.oticon.global/compatibility](http://www.oticon.global/compatibility) for more details on compatibility

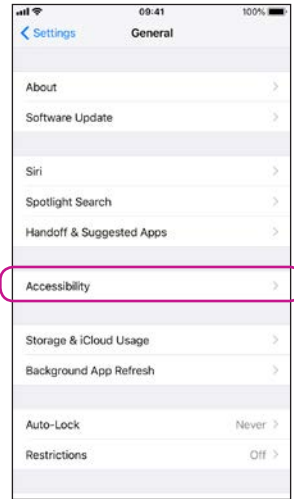


# How to pair your iPhone or iPad with Oticon hearing aid(s)\*

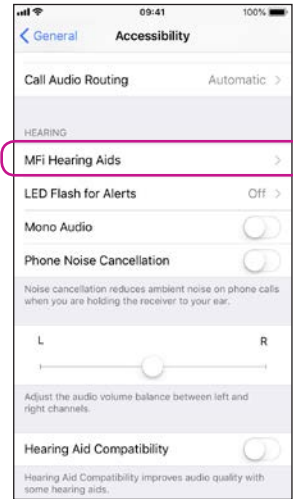


**Enter Settings**  
Find the Settings icon on iPhone or iPad

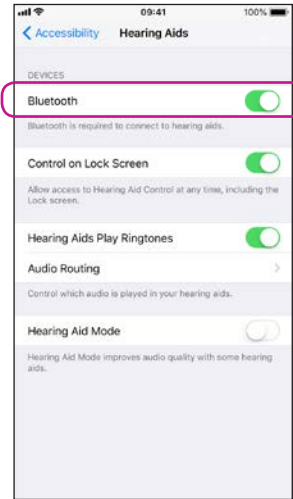
**Select General**



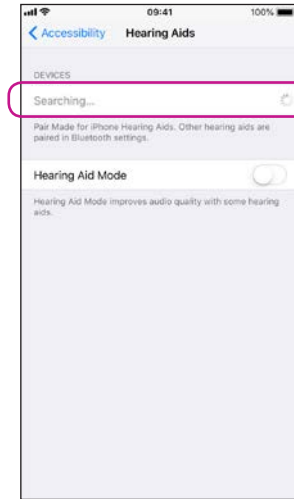
**Select Accessibility**



**Select Hearing Aid(s)**



**Ensure Bluetooth® is on**



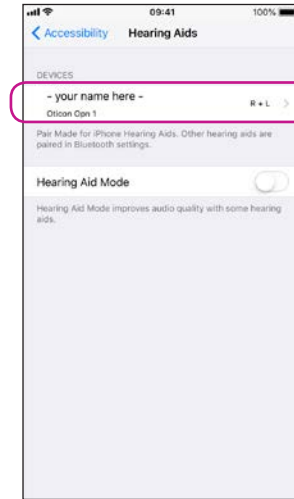
**iPhone or iPad will now search for hearing aids**  
Open/close the battery door on the hearing aids so iPhone or iPad can recognise them

For rechargeable hearing aid(s) restart the hearing aids by turning your hearing aid OFF and ON.

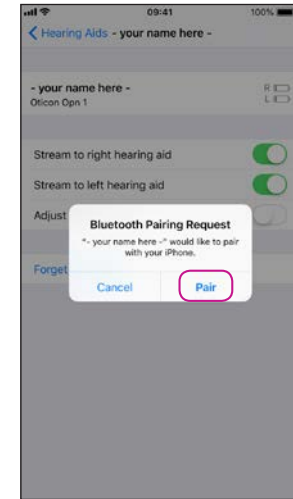
OFF: Press and hold the lower part of the button for approx. 3 seconds until the hearing aid LED turns RED.

ON: Press and hold the lower part of the push button for approx. 2 seconds. Release the button and wait until the hearing aid LED turns GREEN.

Alternatively you can use your charger to restart your hearing aid(s). Place them in and out of the charger.



**Select the hearing aid(s) once available**

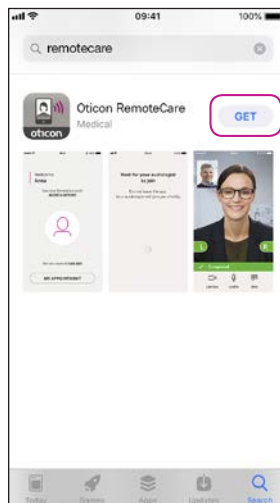


**Confirm the Bluetooth pairing request for the hearing aid(s), (if applicable both L and R)**

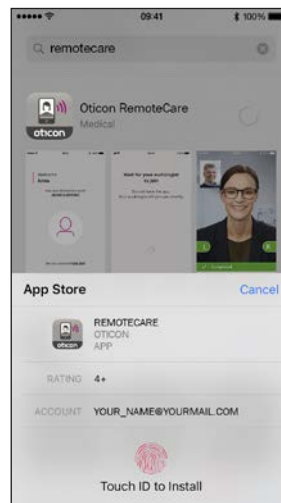
\*If your Oticon hearing aid(s) have not been paired to your iPhone or iPad, please follow the instructions above

# Install Oticon RemoteCare App

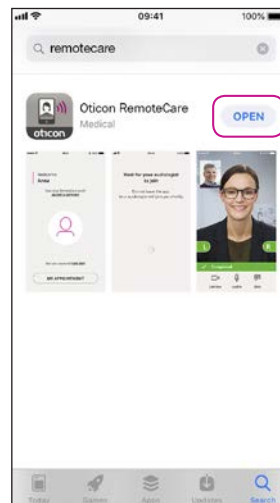
**Enter App Store**  
Find the App Store® icon



**Search for Oticon RemoteCare, press 'GET'**



**Press 'Install'**



**Open the Oticon RemoteCare App**

# Before use: Checklist for preparing a successful appointment

- Plug your iPhone or iPad into power or ensure that your iPhone or iPad is fully charged.
- Position yourself where there is a stable Internet connection
- Check batteries: Insert new batteries in your hearing aid(s). If you use rechargeable hearing aid(s) make sure they are charged. Note: Your hearing aid(s) must have new or recharged batteries in order to secure completion of the potential finetuning.

**During the session, please avoid the following:**

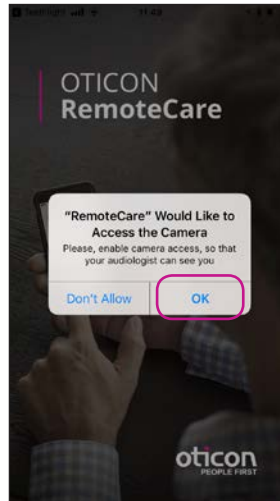
- Placing your hearing aid(s) more than 5 m from your iPhone or iPad
- Turning off your hearing aid(s)
- Turning off Bluetooth on your iPhone or iPad
- Enabling flight mode on your iPhone, iPad or hearing aid(s)
- Turning off your iPhone or iPad
- Switching between Wi-Fi and data plan
- Terminating Oticon RemoteCare App - or switching to another app
- Enabling battery saving mode



# First time use

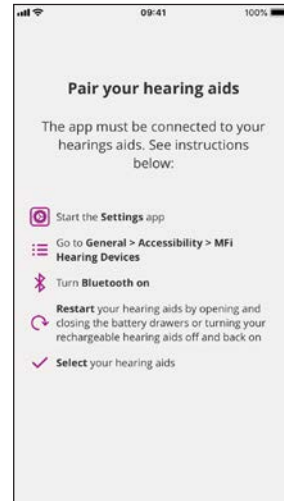
## Open the RemoteCare App

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



### Startup screen Allow access

Allow access to the camera and microphone to enable the video function in the app

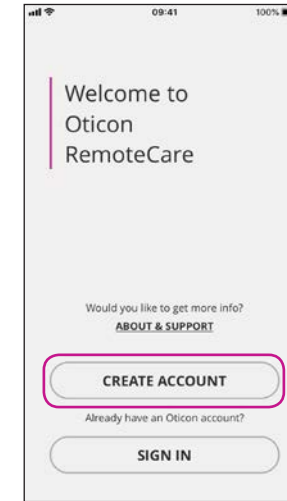


### Pair hearing aid(s)\*

Your hearing aid(s) must be paired. If your hearing aid(s) are not connected to your iPhone or iPad, follow the instructions for pairing on page 6.

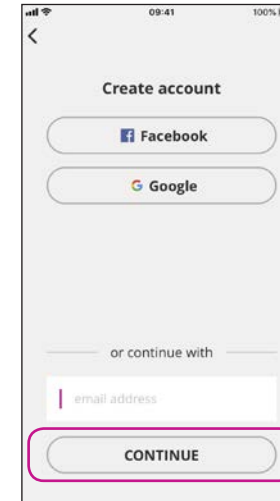
\*Only shown when hearing aid(s) are not paired

# Setting up your account



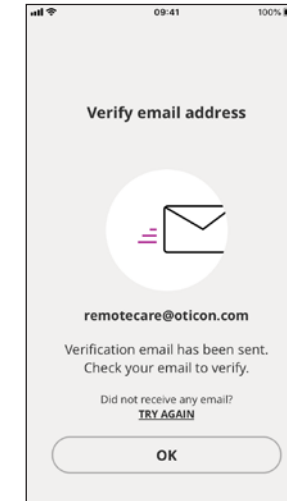
### Select 'CREATE ACCOUNT'

NB: If you already signed up to other Oticon registered services, re-use your login and password.

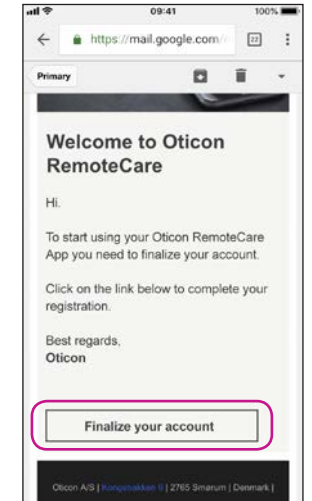


### Enter e-mail

Enter your e-mail address and click 'CONTINUE'.



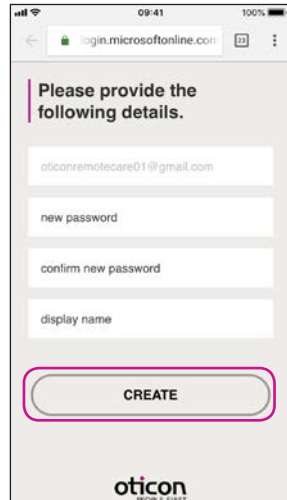
### Go to your email inbox



### E-mail inbox

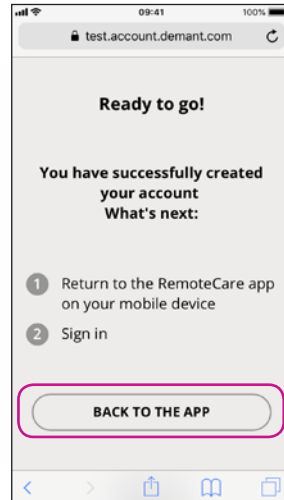
Open the e-mail from Oticon. Click: 'Finalize your account'.

# Setting up your account



## Create a password

Create a password following the criteria prompted by the app. 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'



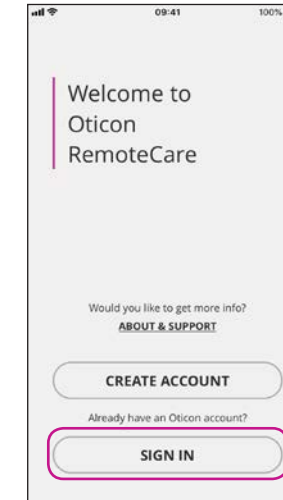
## Return to Oticon RemoteCare App

When the account is successfully created, click on 'BACK TO THE APP' to continue to sign in

# Begin your RemoteCare appointment

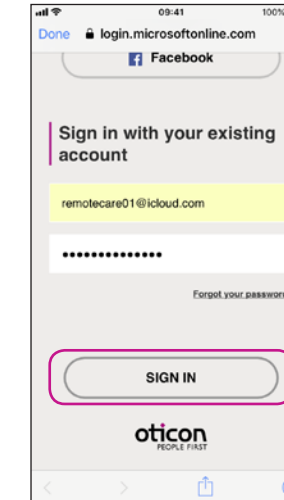
## Open the RemoteCare App

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



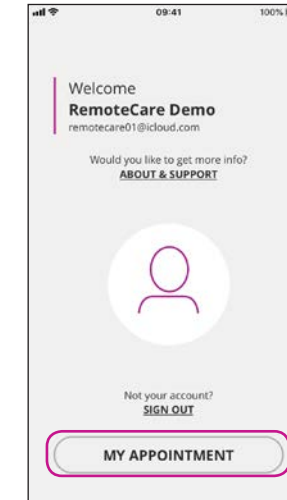
## Sign in

Click on 'SIGN IN'. Sign in with your social account or your existing account.



## Sign in

Click on 'SIGN IN'.

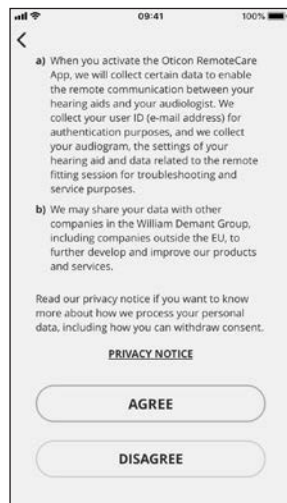


## My appointment

Click on 'MY APPOINTMENT' to go to your appointment

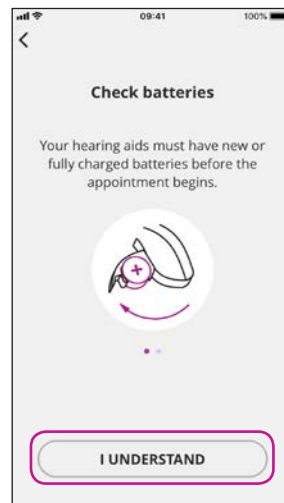


# Begin your RemoteCare appointment

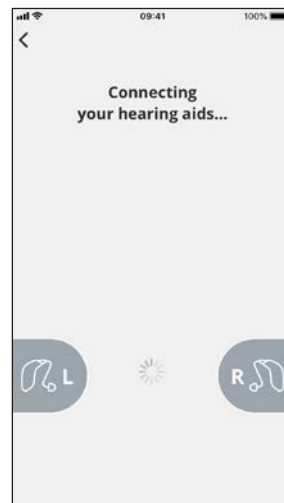


**Data and Privacy\***  
Read our privacy notice.  
Click 'Agree' to activate  
the services in Oticon  
RemoteCare App.

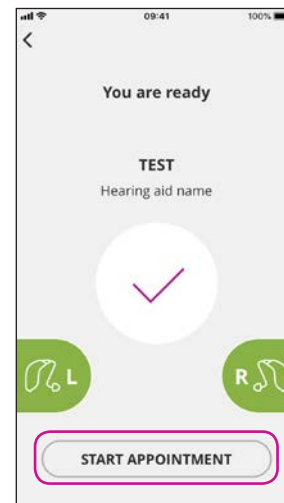
\*Only shown if applicable



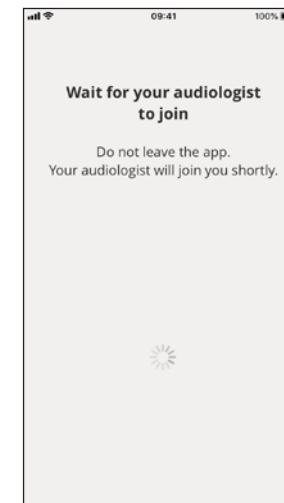
**Check your batteries**  
Insert new batteries in  
your hearing aid(s). If you  
use rechargeable hearing  
aid(s) make sure they are  
charged. Make sure you have  
your charger nearby as you  
may need it to restart your  
hearing aid(s). Alternatively  
you can restart hearing  
aid(s) manually. Proceed by  
clicking 'I UNDERSTAND'



**Wait for the hearing  
aid(s) to be connected**  
Please wait for the app to  
connect your hearing aid(s)



**Start the  
appointment**  
Once connected, which  
is indicated by graphics  
turning green, 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

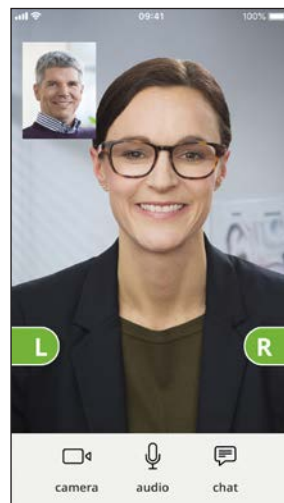
# Your RemoteCare appointment

## The RemoteCare appointment

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

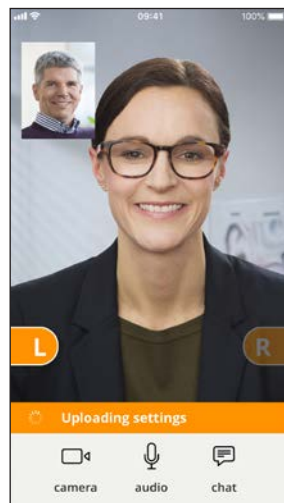
During the appointment it is possible to:

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



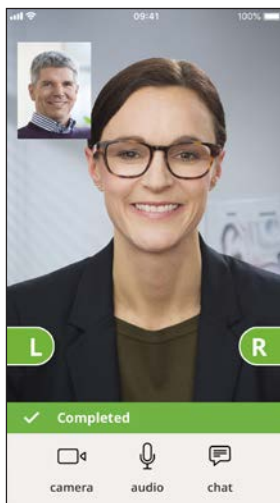
### Hearing aid(s) connected

When your hearing care professional establishes a remote connection to your hearing aid(s) the graphics turn green



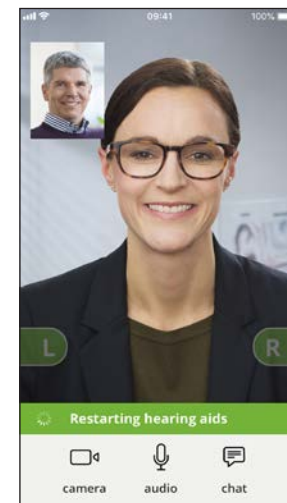
### Applying settings

When your hearing care professional uploads new settings to your hearing aid(s), then the graphics turn orange



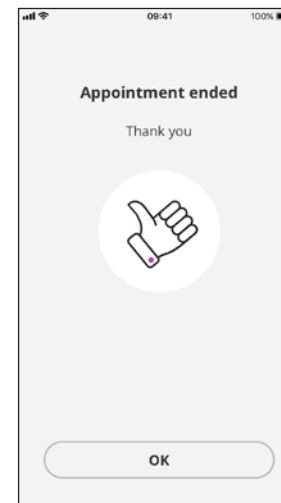
### Settings saved

When the new settings have been successfully saved to your hearing aid(s), then the graphics turn green again



### Restarting hearing aid(s)

When you and your hearing care professional agree to end the appointment, then the hearing care professional restarts the hearing aid(s) (turn off and on). If enabled, you will hear a jingle



### End appointment

Your hearing care professional will finish the appointment and 'Appointment ended' appears. You can now begin using your hearing aid(s)



**What do I do if I receive a phone call during Oticon RemoteCare Appointment?**

- It is recommended to decline any phone calls occurring during Oticon RemoteCare Appointment.

**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.

**While being in an appointment, I left the app and returned to it. Does that have any impact?**

- While your app is not active the connection with your hearing care professional is maintained. Once you come back to the app you can continue your visit.

**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 aid(s) are not detected by the app.

- Ensure Bluetooth is enabled, see page 6
- Ensure new batteries are inserted. If you use rechargeable hearing aid(s) make sure they are charged.  
Note: Your hearing aid(s) must have new batteries or fully recharged in order to secure completion of the potential finetuning.
- Ensure the hearing aid (s) (if applicable, both L and R) are paired with iPhone or iPad (after the restart of the hearing aid(s) pairing/connecting is enabled the next 3 minute), 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 at short while, usually the video-stream will be established.
- Ensure that your iPhone or iPad is not set to battery saving mode

## 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 mutual agreement with my hearing care professional

- Try to connect to the appointment again or call your hearing care professional.

The hearing aid(s) do not work after lost connection to my hearing care professional during an appointment

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




If the settings in your hearing aid(s) cannot be recovered, please:

- Ensure Bluetooth is enabled, see page 6.
- Ensure new batteries are inserted. If you have rechargeable hearing aid(s), make sure they are fully charged.
- Ensure the hearing aid(s) (if applicable, both L and R) are paired with the phone, see page 7.
- Restart Oticon RemoteCare App again. Go to “Connect your hearing aid(s)”. The app will check if your hearing aid(s) are functional. In some cases, Oticon RemoteCare App will go into “recovery mode” and update the hearings aid(s) with the latest settings from your hearing care professional. Please follow the guidance in the app.


If the settings in your hearing aid(s) 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	
	<b>Manufacturer</b> 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.
	<b>CE mark</b> The device complies with Medical Device Directive 93/42/EEC. The four digits number indicates the identification of the notified body.
	<b>Consult instructions for use</b> Indicates the need for the user to consult an instructions for use.

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Denmark  
2018

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