

# Oticon RemoteCare App 3.0.0



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 Android™ 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 Android

Please note: Oticon RemoteCare App for Android will not enable you to use your hearing aids for direct audio streaming from your Android phone.



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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:

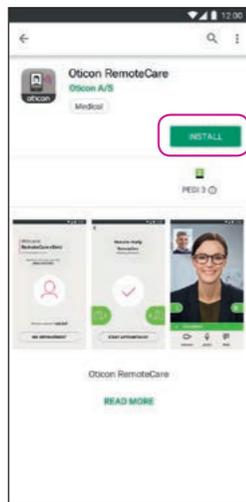
- Oticon Opn™\*, Oticon Opn S™, Oticon Xceed, Oticon Opn Play™, Oticon Xceed Play and Oticon Siya hearing instrument families and models - paired to your Android.
- Compatible Android running OS 8 or later. For information on compatibility, please visit [www.oticon.global/compatibility](http://www.oticon.global/compatibility)
- 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.

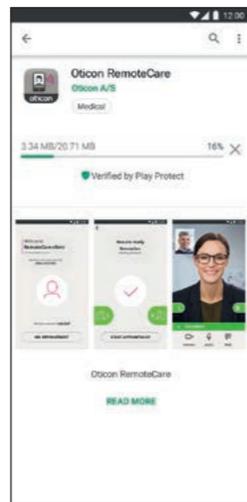
Please visit [www.oticon.global/compatibility](http://www.oticon.global/compatibility) for more details on compatibility

# Install Oticon RemoteCare App

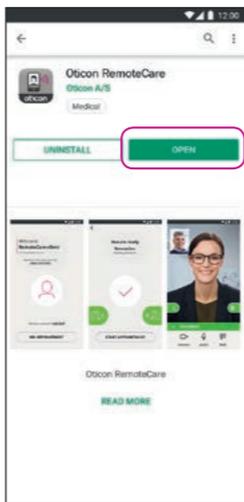
**Enter Google Play**  
Find the Google Play icon



**Open the Google Play Store and search for Oticon RemoteCare**



**Follow the onscreen instructions to install the app**



**Open the app**

# Before use: Checklist for preparing a successful appointment

- Plug your Android into power or ensure that your Android is fully charged.
- Ensure Bluetooth is enabled
- Ensure Google Chrome is enabled
- Ensure Power Saving Mode set to 'Off'
- Terminate other apps to avoid disturbances during your appointment
- Ensure that you have given permission to localization, otherwise hearing aid(s) will not be visible. This can be checked in Settings > Apps > Permissions > RemoteCare
- 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.
- 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.

Note: Your hearing aid(s) must have new or recharged batteries in order to secure completion of the potential finetuning

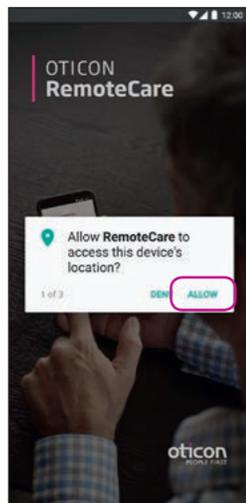
**During the session, please avoid the following:**

- Placing your hearing aid(s) more than 5 m from your Android
- Turning off your hearing aid(s)
- Turning off Bluetooth on your Android
- Enabling flight mode on your Android or hearing aid(s)
- Turning off your Android
- 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

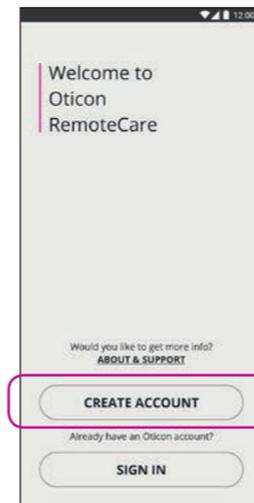
Open Oticon RemoteCare App on your Android and follow the instructions in the app



#### Startup screen. Allow access

Allow access to the Localization, Camera and Microphone on your Android

## Setting up your account



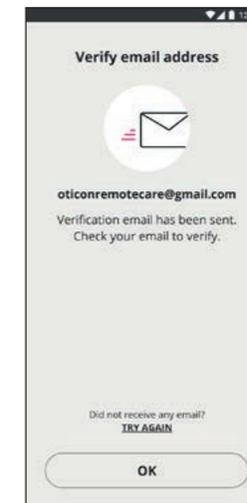
#### Select 'CREATE ACCOUNT'

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

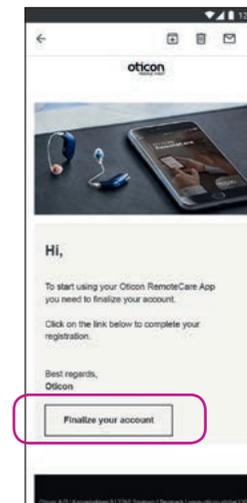


#### Enter e-mail

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



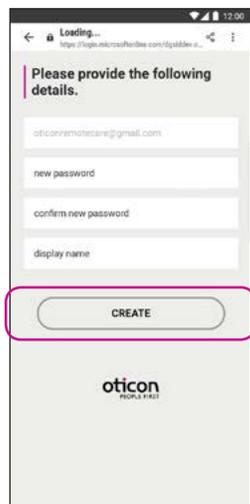
#### Go to your email inbox



#### E-mail inbox

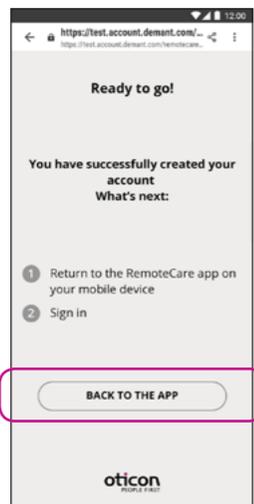
Open the e-mail from Oticon. Click: 'Finalize your account'.

## 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'



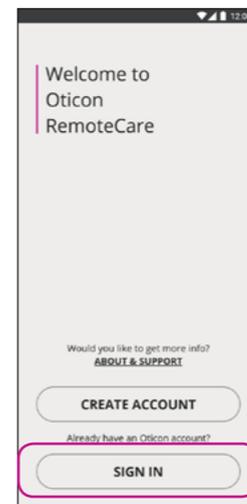
### Return to Oticon RemoteCare App

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

## Begin your RemoteCare appointment

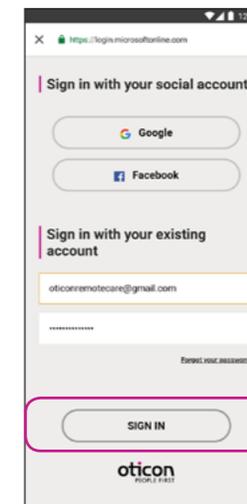
### Open the RemoteCare App

Open Oticon RemoteCare App on your Android and follow the instructions in the app



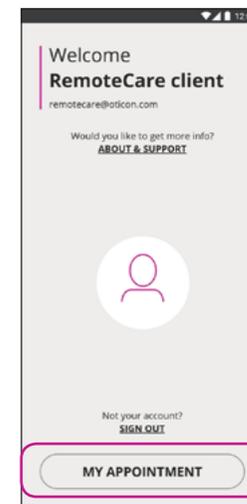
### Sign in

Click on 'SIGN IN'.



### Sign in

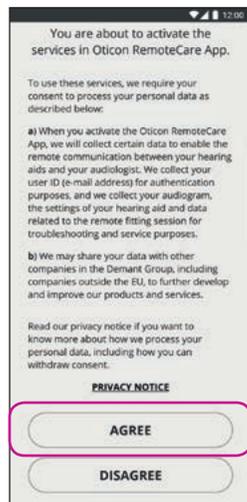
Click on 'SIGN IN'. Sign in with your social account or your existing account.



### My appointment

Click on 'MY APPOINTMENT' to go to your appointment

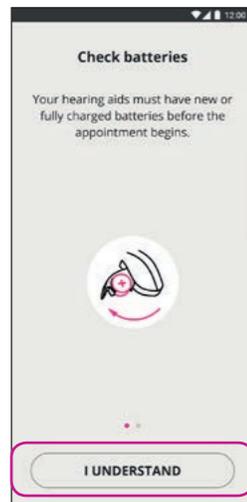
# Begin your RemoteCare appointment



## Data and Privacy\*

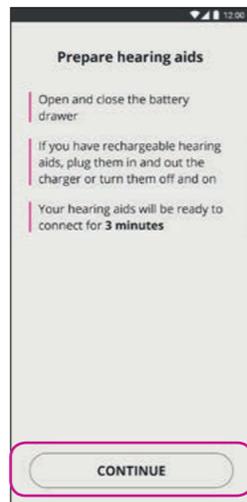
Read our privacy notice. Click 'Agree' to activate the services in Oticon RemoteCare App.

\*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'



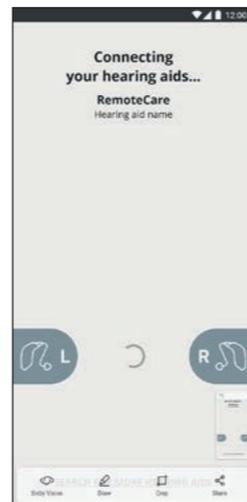
## Prepare your hearing aid(s)

Prepare your hearing aid(s). Click 'CONTINUE'



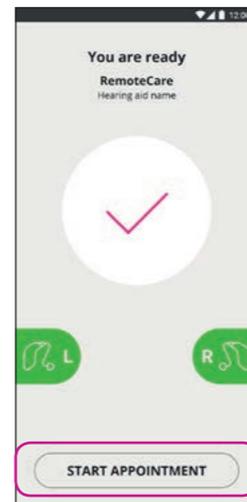
## Once your hearing aid(s) (If applicable, both L and R) are detected click 'PAIR'

\*Only shown if applicable



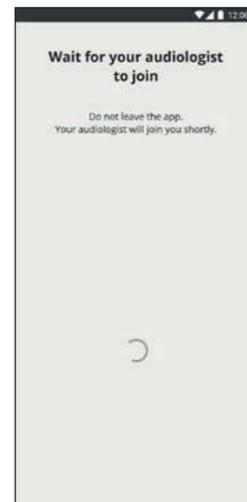
## Wait for the hearing aid(s) to be connected

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

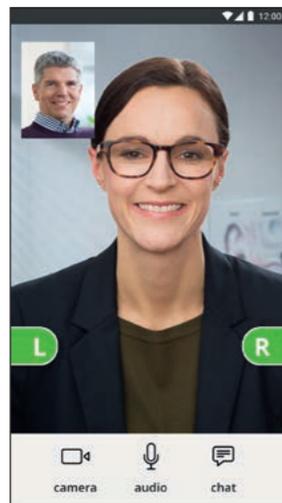
# Your RemoteCare appointment

## The RemoteCare appointment

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

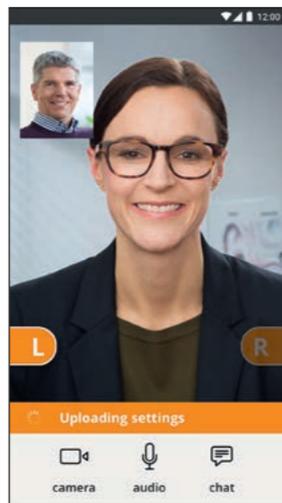
During the appointment it is possible to:

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



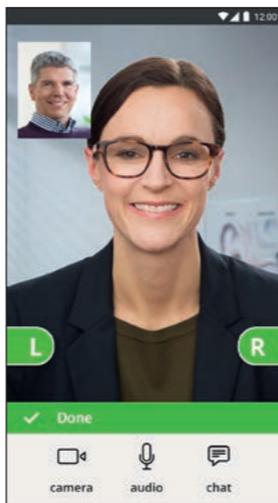
### Hearing aid(s) connected

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



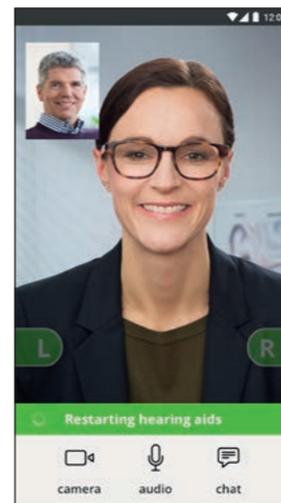
### Applying settings

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



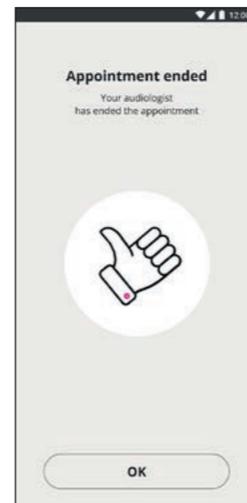
### Settings saved

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.

### **Before the appointment**

The hearing aid(s) are not detected by the app.

- Ensure Bluetooth is enabled
- 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 Android (after the restart of the hearing aid(s) pairing/connecting is enabled the next 3 minutes), see page 12.
- Ensure that you have given permission to localization, otherwise hearing aid(s) will not be visible. This can be checked in Settings > Apps > Permissions > RemoteCare

### **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.
- Ensure that your Android has the Power Saving Mode set to ‘Off’
- Ensure that Oticon RemoteCare App can use video. This can be checked in Settings > Apps > Permissions > RemoteCare
- Ensure that Google Chrome is enabled
- Please note: changing setting during a visit will restart the RemoteCare App.

# Troubleshooting

## Network issues

- Follow the guidance in the app.
- Try to re-establish the connection.
- Check your own internet connection.
- Check that Google Chrome is enabled on your Android
- 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 hearing 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
- 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 12
- 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 hearing 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 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.

## Australian Sponsor

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