

Prepare for your Oticon RemoteCare appointment

Follow the steps and get the most out of your Oticon RemoteCare appointment for you and your hearing aids. For more information, see the Oticon RemoteCare Instructions For Use or seek help from your hearing care professional.

- Select a quiet, comfortable space to sit.
- Go through the Preparation Checklist (on the other side of this document).
- Make sure you choose a location with a stable data/Wi-Fi connection. Place compatible phone standing up in portrait mode against a stable support surface. Have your hands free for trouble shooting.
- If support is needed in a specific setting, conduct appointment from this space if possible.

Technical requirements: You need a stable Internet connection, iOS device running iOS 12 or later or a selected Android device running OS 8.0 or later.

For information on compatibility please visit www.oticon.com.au/compatibility

Oticon RemoteCare works with Oticon Opn™ with firmware 6.0 or later, Oticon Opn S™, Oticon Xceed, Oticon Opn Play™, Oticon Xceed Play and Oticon Siya



During the appointment, please avoid the following:

- Placing your hearing aids more than 5m from the compatible phone.
- Turning off your hearing aids.
- Turning off Bluetooth® on your compatible mobile device.
- Enabling flight mode on your compatible mobile device or hearing aids (long button press).
- Exiting Oticon RemoteCare App or switching to another app, as this will pause and eventually terminate the appointment.
- Disconnecting the hearing aids from your compatible mobile device.
- Switching between Wi-Fi and data.

Always read the instructions for use. Follow the instructions for use.

Preparation checklist



Please follow these steps prior to your Oticon RemoteCare appointment

- Ensure Bluetooth is active on your compatible mobile device.
- Plug compatible mobile device into power source or ensure it is fully charged.
- Put fresh batteries in your hearing aids. If you are using rechargeable batteries, make sure they are fully charged.
- Ensure that Wi-Fi or data used has a recommended minimum bandwidth of 1/1 Mbit/sec.
- Pair your hearing aids to your compatible mobile device if not already paired.
- Launch Oticon RemoteCare App and enter your login credentials.
- Follow the prompts from the app until you reach the virtual waiting room. Once you are in the virtual waiting room, wait for the hearing aid icons to turn green, indicating that the session has begun.
- If the connection is unsuccessful, Oticon RemoteCare App will make troubleshooting suggestions. If the connection is still unsuccessful, please contact your hearing care professional.

Apple, the Apple logo, iPhone, iPad, and iPod touch are trademarks of Apple Inc., registered in the U.S. and other countries. App Store is a service mark of Apple Inc. Android, Google Play, and the Google Play logo are trademarks of Google LLC.

Always read the instructions for use. Follow the instructions for use.