

# Prepare for your Oticon RemoteCare visit

Follow the steps below and get the most out of your Oticon RemoteCare visit. For more information, consult the Oticon RemoteCare Instructions For Use or seek help from your hearing care professional.

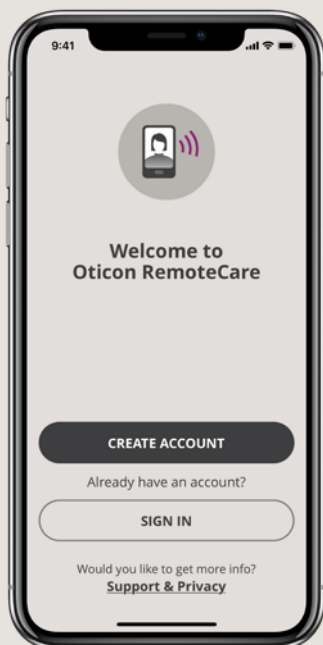
## First steps to get on board

For more information about compatibility, please visit: [www.oticon.ca/compatibility](http://www.oticon.ca/compatibility)

- Download the app on your mobile device



- Create an Oticon account through the app
- Decide where to have the appointment: select a quiet and comfortable place with a stable Internet connection. If you need your hearing aids to be adjusted to fit a specific environment, conduct the visit from this place if possible



## Right before your appointment

- Ensure Bluetooth® is enabled on your mobile device
- Plug your mobile device into a power source or ensure it is fully charged
- Insert new batteries in your hearing aids. If you are using rechargeable batteries - make sure that they are fully charged and that you have your charger nearby, as you may need it to restart the hearing aids
- Launch Oticon RemoteCare and sign in to your account
- Pair your hearing aids to your mobile device
- Follow the prompts from the app until you reach the virtual waiting room. At this point, place your mobile device standing up in portrait mode against a stable support surface. Have your hands free for trouble shooting.
- When your hearing care professional joins the remote visit, he/she appears on your screen in a video stream. You can then begin the remote visit.

### Note:

If the connection is unsuccessful, the 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.

# During the visit



71060CA-US / 2020.10.21 / v1

## During the visit, please avoid the following:

- Placing your hearing aids more than 5m from your mobile device
- Turning off your hearing aids
- Turning off Bluetooth on your mobile device
- Enabling flight mode on your mobile device or hearing aids (long button press)
- Exiting Oticon RemoteCare or switching to another app, as this will pause and eventually terminate the visit
- Disconnecting the hearing aids from your mobile device
- Switching between Wi-Fi and data
- Enabling any kind of battery-saving mode on your device

