# Instructions for use
Oticon RemoteCare App 3.0.1

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life-changing **technology**

# Introduction

Oticon RemoteCare App is designed for remote communication between you and your hearing care professional. The app allows you to have follow-up appointments with your hearing care professional from the comfort of your preferred location.

However, in certain cases you may have to attend your appointment at your hearing care professional's practice in person.

The app enables data communication between your hearing aid and the hearing care professional through a stable Internet connection.

The app runs on your Apple iOS or your Android™ device. It allows you to see, hear and send text messages to your hearing care professional during your remote appointment.

When this guide mentions *device(s)*, it refers to your Apple iOS device, for example, an iPhone® or iPad®, or your Android device such as a phone or tablet.

This guide helps you with:

- Getting started with the app.
- How to use the app on your device.

# How to use this guide

Ensure you follow the procedures in this guide for your device in chronological order. In most cases, the procedures are the same for both devices and operating systems (Apple iOS and Android).

Be aware that you must download the app on your device *before* you follow the procedures in this guide.

If you need help pairing your device to your hearing aid, visit: www.oticon.global/pairing

# Intended use

| Intended use | RemoteCare App is intended to permit the remote fitting of Oticon hearing aids by the hearing care professional. The app is intended to be used together with the given hearing aid. |
|---|---|
| Indications for use | No indications for use. |
| Intended user | Adults above 18 years of age. |
| Use environment | Home setting/Clinical setting. |
| Contraindications | No contraindications. |
| Clinical benefits | See clinical benefits of the hearing aid. |

# Table of contents

### Disclaimer for Oticon RemoteCare App

The manufacturer does not take responsibility for the consequences of using the app outside its intended use.

Your hearing care professional is responsible for the fitting through the app.

The manufacturer does not take any responsibility for hearing aid fitting.

The manufacturer reserves the right to discontinue the app service without prior notice.

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**IMPORTANT NOTICES**
- The app connects you to your hearing care professional who sends updated settings to your hearing aid. If it is not possible to make all the changes remotely, then a physical visit to your hearing care professional is necessary. If you have additional questions about the use of the app, please contact your hearing care professional.

- For details on the functionality of your specific hearing aid, please refer to your hearing aid's Instructions for Use.

- The hearing care professional is responsible for obtaining the license needed to use Oticon RemoteCare App with the clients. Oticon does not take any responsibility for hearing aid fitting through the app.

# System requirements

To use the app, you need the following:

- Oticon Opn S™, Oticon Opn™,Oticon Xceed, Oticon Xceed Play, Oticon Opn Play™,Oticon Ruby, or Oticon Siya hearing aids – paired to your device.

- A stable Internet connection with a recommended minimum speed of 1/1 Mbit/s (check with your provider).

- An email account.

- A compatible Apple iOS or Android device.
    - To check for compatibility, visit: www.oticon.global/compatibility

- For Apple iOS devices
    - Updated iOS operating system software running version 12.0 or later. To find out which version of iOS you have, on your iPhone or iPad, go to: **Settings > General > About > Version**.

- For Android devices
    - Updated Android operating system software running version 8.0 or later. To find out which version of Android you have, on your Android device, go to: **Settings > About phone > Software information.**

## First time use

The first time you use the app you must allow access to some of your phone or tablet's features. This is required for communication with your hearing care professional.

If you have an Android device, you can get started with this procedure right away. However, if you have an Apple iOS device, you must read the following note:

#### Note
If you have an iPhone or iPad, you must pair the hearing aid to your phone or tablet *before* you launch the app, and therefore, before you can follow the **First time use** procedure.

For instructions on how to pair your iPhone or iPad to your hearing aid, visit: www.oticon.global/pairing

To get started:

1. On your device, launch the app.

2. In the startup screen, ensure you allow access as follows:

   a. **For Android:** To allow access to the device's location, and for RemoteCare to take photos, videos, and to record, tap **ALLOW** every time you are prompted.
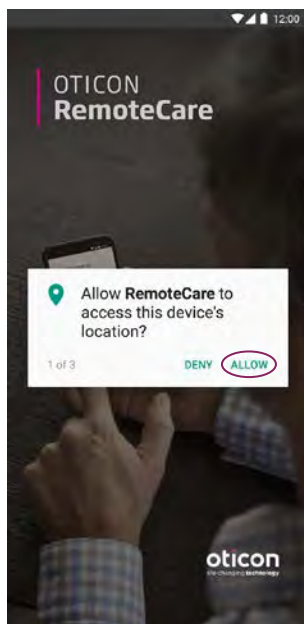
b. **For iPhone/iPad:** To allow access to the device's camera, Bluetooth® connections and microphone, tap **OK** every time you are prompted.
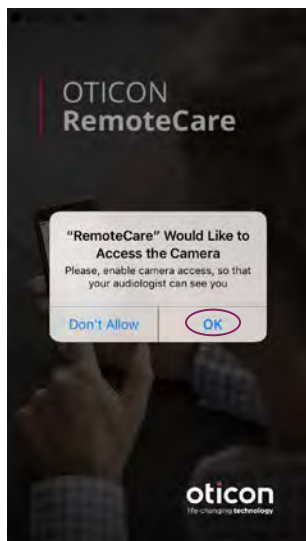
On your iPhone or iPad, if you have *not* paired your hearing aid to your device, and you run the app, you see the following screen:



**Pair your hearing aids**

The app must be connected to your hearings aids. See instructions below:

○ Start the **Settings** app

≡ Go to **General > Accessibility > MFI Hearing Devices**

✳ Turn **Bluetooth on**

↻ **Restart** your hearing aids by opening and closing the battery drawers or turning your rechargeable hearing aids off and back on

✓ **Select** your hearing aids

If so, follow the steps on the screen to pair your iPhone or iPad to your hearing aid, then close the app, and repeat the **First time use** procedure again.

## To create an account

Before you can begin the appointment, you must create an account. If you already signed up to other Oticon registered services, you can re-use your login and password.

To create an account:

1. On your device, in the **Welcome to Oticon RemoteCare** screen, tap **CREATE ACCOUNT**.
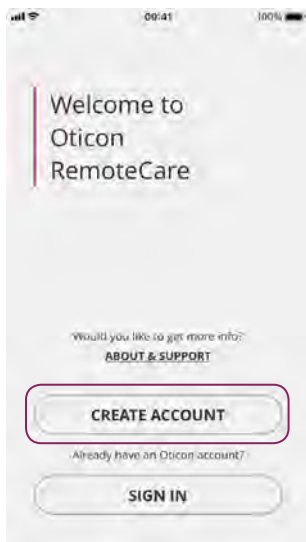
2. In this step, you can create an account with an email address or you can create an account using existing social login credentials such as Apple ID, Facebook or Google.

   To create an account with an email address, in the **Or continue with** field, enter your email address and tap **CONTINUE**. You will receive an email where you must verify the email address.

• Alternatively, if you sign in using any of the other credentials (Apple ID, Google or Facebook), follow the guidance in the app. Continue to *"Before the appointment: Checklist to prepare"* on page 16.
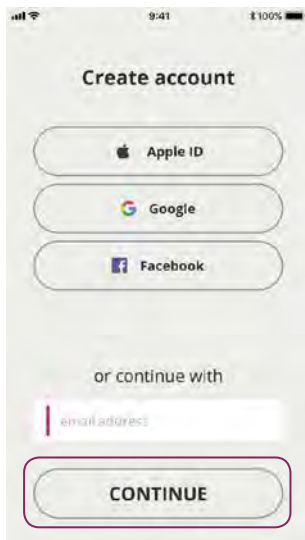


3. In the **Verify email address screen**, tap **OK**. You will be taken to the **Welcome to Oticon RemoteCare** screen.

4. To verify your email address, check your email inbox. In the email you receive from Oticon, click the **Finalize your account** link. You are now directed to a webpage where you must create a password.

5. In the **new password** field, create a password following the criteria prompted by the app. You use this password when you sign in to the app.

6. In the **confirm new password** field, enter the password once again.

7. In the **display name** field, enter a name to identify yourself during the appointment, for example, **Joe's hearing aids**.

8. Click **CREATE**.
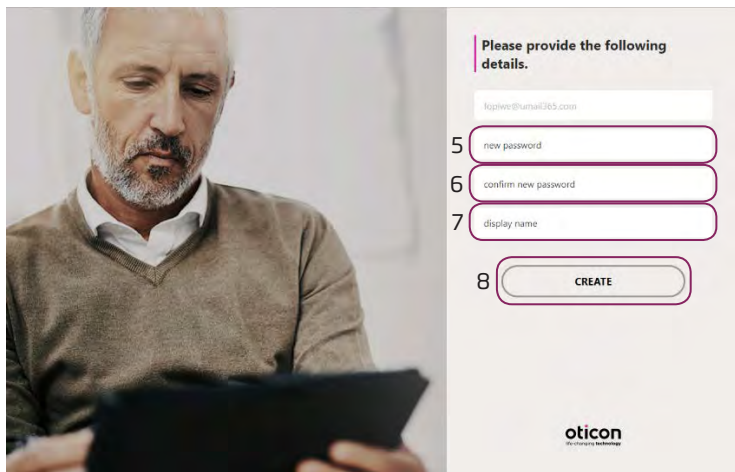
You are now redirected to a page informing that you have successfully created an account, and that you must return to the app on your device and sign in.
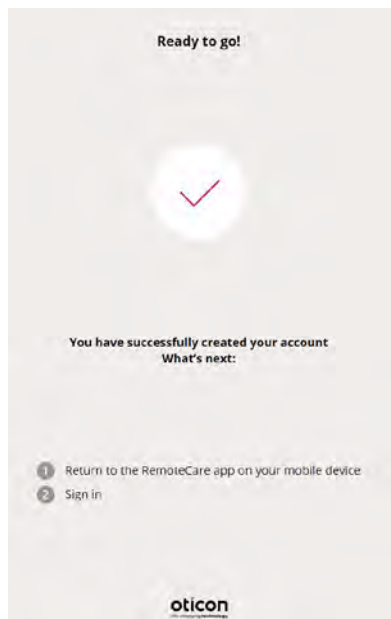


At this point, you can close your web browser and return to the app.

## Before the appointment: Checklist to prepare

- Ensure you have enough battery power (at least 50%) on your device, otherwise charge it before the appointment or plug it into power.

- Ensure you enable Bluetooth® on your device.

- Position yourself where there is a stable Internet connection. (Preferably a minimum of 1/1 Mbit/s).

- Insert new batteries in the hearing aid to ensure it is powered. If you use a rechargeable hearing aid, make sure it is fully charged. Ensure you have your charger nearby as you may need it to restart the hearing aid.

  Alternatively, you can manually restart the hearing aid by turning it **OFF** and **ON**.

  **Note**
  The hearing aid must have new or fully charged batteries in order to maintain a strong and reliable connection through the duration of the remote appointment.

- Ensure that any type of battery-saving mode on your phone/tablet is turned **OFF**.

- If you have an Android device:
  - Ensure you download the Google Chrome® browser.

- To avoid disturbances during your appointment, terminate other apps you are running.

**During the session, do <u>not</u>:**

- Place your hearing aid more than 5 metres away from your device.

- Turn off your hearing aid.

- Turn off Bluetooth on your device.

- Enable Flight Mode on your hearing aid or your device.

- Turn off your device.

- Switch between Wi-Fi and data plan.

- Terminate the app – or switch to another app.

- Enable any kind of battery-saving mode on your device.
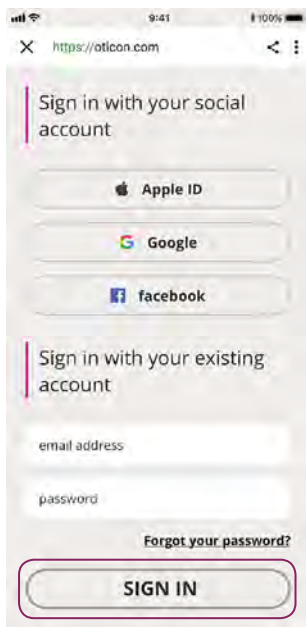
## Begin appointment

Prepare for your remote appointment, to begin the appointment you must launch the app, and then sign in using existing credentials. To do this:

1. On your device, launch the app.

2. In the **Welcome to Oticon RemoteCare** screen, tap **SIGN IN**.

3. In the **SIGN IN** page, you can sign in with your chosen credentials. These can be either the email address and password you created in the previous procedure, or your Apple ID, Google or Facebook credentials.
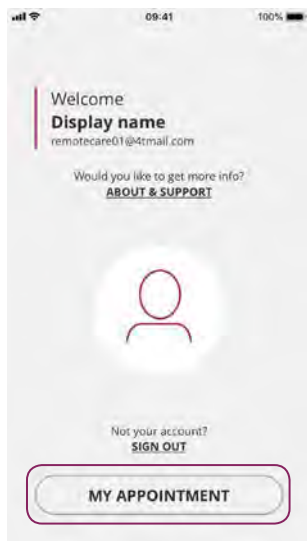
   To sign in enter the email address and password you created in *"To create an account"* on page 12.
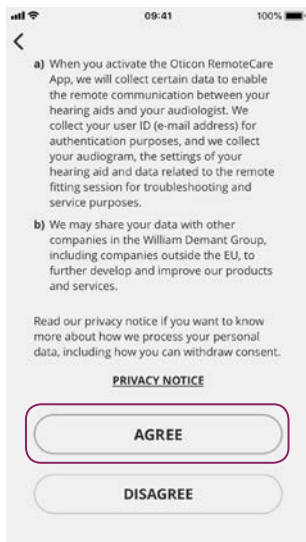


4. Enter the password you created and then tap **SIGN IN**.

   To do this using other credentials, tap either the Apple ID, Google or Facebook buttons and follow the guidance in the app.

5. In the **Welcome** screen, tap **MY APPOINTMENT**.

6. Ensure you read and agree to the Data & Privacy notice. To activate the services in the app, tap **AGREE**.

**a)** When you activate the Oticon RemoteCare App, we will collect certain data to enable the remote communication between your hearing aids and your audiologist. We collect your user ID (e-mail address) for authentication purposes, and we collect your audiogram, the settings of your hearing aid and data related to the remote fitting session for troubleshooting and service purposes.

**b)** We may share your data with other companies in the William Demant Group, including companies outside the EU, to further develop and improve our products and services.

Read our privacy notice if you want to know more about how we process your personal data, including how you can withdraw consent.

**PRIVACY NOTICE**

**AGREE**

**DISAGREE**

## Check batteries

After you sign in and agreed to the Data & Privacy notice, you can check the hearing aids' batteries. If you have already done so, you can continue with step 2 of this procedure.

To do this:

1. Ensure you have inserted new batteries in your hearing aid or if you have rechargeable hearing aid, ensure it is fully charged.
2. When you are finished, tap **I UNDERSTAND**.
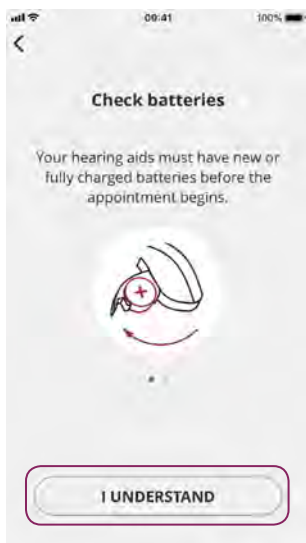


- If you have an iPhone or iPad, go to *Wait for the hearing aid to be connected (iPhone/iPad only)* on page 26 to continue.

- If you have an Android device, continue with *Prepare hearing aids (Android only)* on page 23 to continue.

# Prepare hearing aid (Android only)

**Note**
If this is not the first time you run the app, be aware that you may not see the **Prepare hearing aids** screen.

If so, to be taken to the *virtual waiting room*, in the **You are ready** screen, tap **START APPOINTMENT**.

1. Ensure you follow the instructions to connect your hearing aid, and then tap **CONTINUE**.
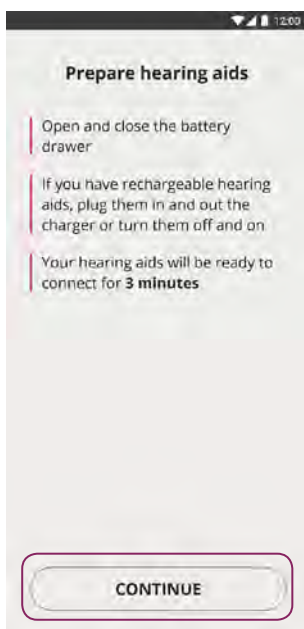
At this point, your device attempts to detect and connect to the hearing aid. The left or right hearing aid is symbolized by the letters **L** and **R** respectively.

> **Note**
> In the case that Bluetooth is turned off, the **Connecting your hearing aids** screen shows a toggle switch at the top of the screen to turn it on. If so, ensure you toggle the switch so your device can detect the hearing aid.
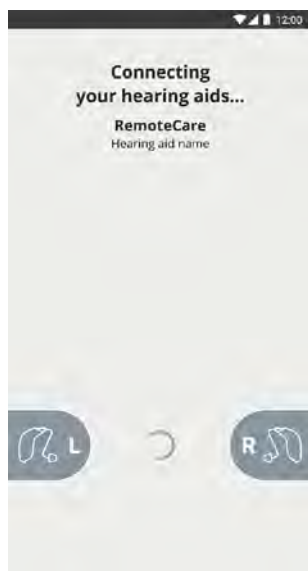
2. After the app detects your hearing aid, it takes you to the **Available hearing aids** screen. If your hearing aid has been detected, tap **PAIR**.



If you have two hearing aids, ensure both are detected and connected by the app. If the app did not find the hearing aid, tap **SEARCH AGAIN.**

3. After you have successfully paired your hearing aid, in the **You are ready** screen, tap **START APPOINTMENT** and then go to *"The appointment virtual waiting room"* on page 28 to continue.

## Wait for the hearing aid to be connected (iPhone/iPad only)

At this point, your device attempts to connect to your hearing aid. If you have two hearing aids, ensure both are detected and connected to the app.

The left or right hearing aid is symbolized by the letters **L** and **R** respectively. When the app successfully connects the hearing aid, the L and R change colour to green.
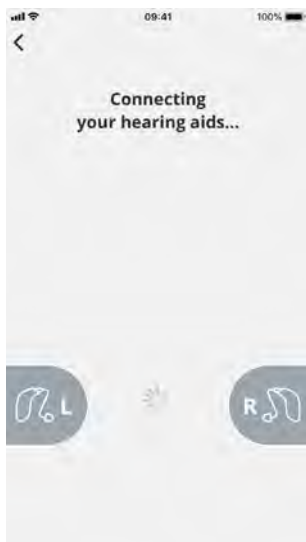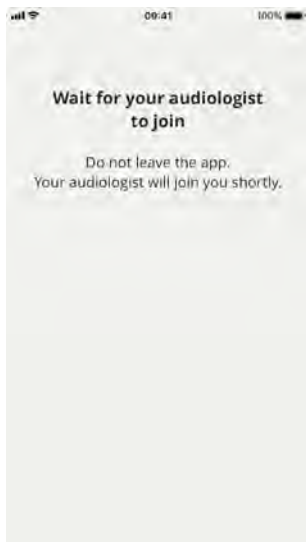
• After the app detects the hearing aid, tap **START APPOINTMENT**. You are now taken to the appointment's virtual waiting room.
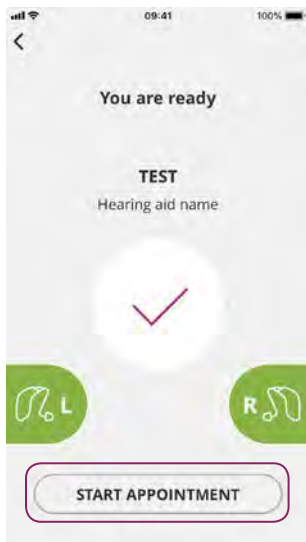
## The appointment virtual waiting room

• In the **Virtual Waiting Room** screen, wait for the hearing care professional to connect and join the appointment.

# Your RemoteCare appointment

When the hearing care professional joins the appointment, he/she appears on your screen in a video stream. During the appointment you can:

1. **Camera:** Turn your own camera on/off.

2. **Audio:** Turn your own audio on/off.

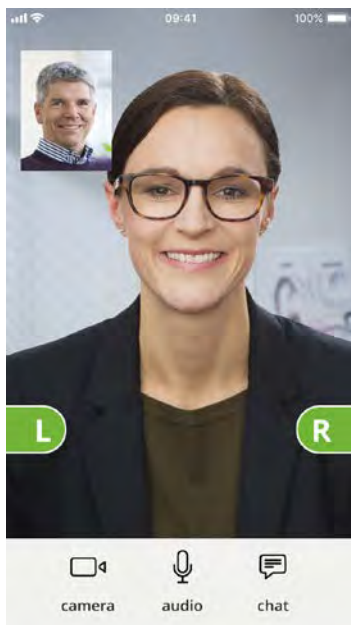3. **Chat:** Write a text message to your hearing care professional.
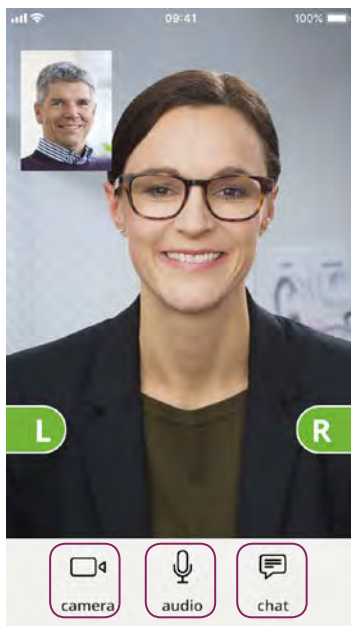
**Hearing aid connected:** When the hearing care professional establishes a remote connection to the hearing aid, the graphics change colour to green.

**IMPORTANT NOTICE**
If you lose connection during the appointment, ensure you run the app again. If this happens:

1. In the **Welcome** screen, sign in and tap **START APPOINTMENT**.
2. In the next screen, tap **I UNDERSTAND**, and you will be taken to the **Connecting your hearing aids** screen. The app checks if your hearing aid is in working order.

In some cases, the app goes into recovery mode and updates the hearing aid with the latest settings from your hearing care professional. It is important that you follow the guidance in the app.

**Applying settings:** When the hearing care professional uploads new settings or configurations to your hearing aid, then the graphics change colour to orange.
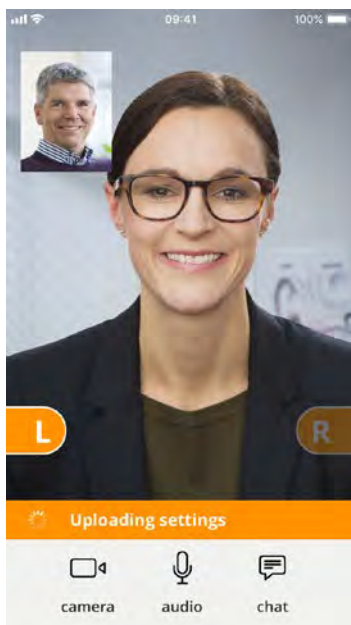
**Settings saved:** When the new settings have been successfully saved to your hearing aid, then the graphics change colour to green again.
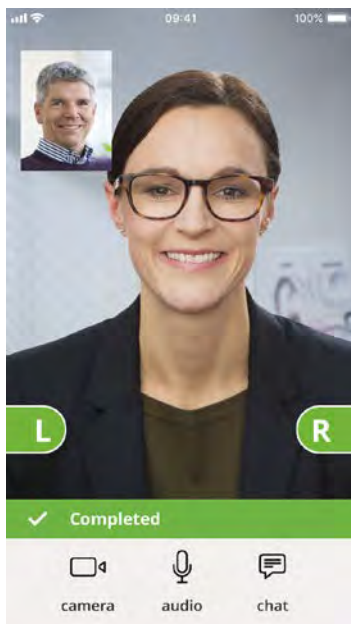
**Restarting hearing aid:** When you and your hearing care professional agree to end the appointment, then the hearing care professional restarts the hearing aid (by turning it **OFF** and **ON**). If enabled, a melody or jingle is played in the hearing aid.
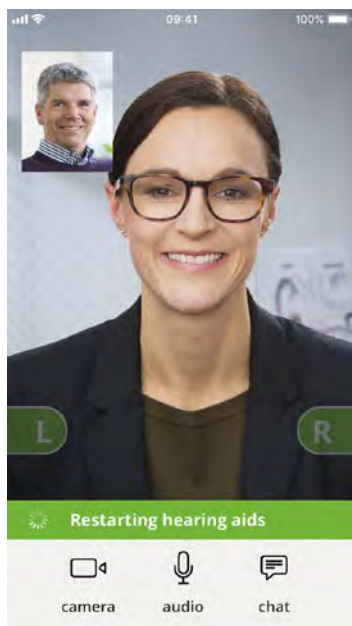
**End appointment:** When your appointment is finished, and the **Appointment ended** screen appears, tap **OK**. At this point, you can begin using your hearing aid.
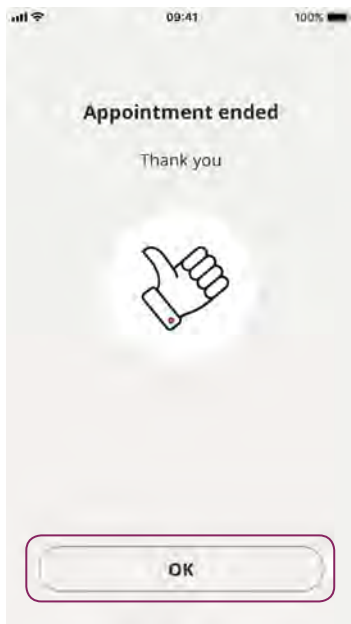
# FAQ – Frequently Asked Questions

### What do I do if I receive a phone call during the RemoteCare appointment?

- It is recommended that you decline phone calls during the RemoteCare appointment.

### What do I do if my Internet connection suddenly stops working?

- If it is just a short temporary breakdown (30 seconds or less) ensure you tap the **RECONNECT** button in the app or tap **END THE APPOINTMENT**.

### During an appointment, I left the app and returned to it. Does that have any impact?

- While your app is not active, the hearing care professional cannot see you, and to him/her it may seem as if you have a connection issue. If you leave the app for over 30 seconds and return to it, the app asks if you want to **RECONNECT** or **END THE APPOINTMENT**.

### 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.

### Why can I not see my hearing aid in Android?

- Ensure that you have given permission to localization, otherwise the hearing aid is not visible. You can check this on your Android device by going to **Settings > Apps & Notifications > App Permissions > Location > RemoteCare**.

  If localization is turned **OFF** and you must turn it **ON**, in the **Location permissions** screen, ensure you scroll down to RemoteCare and toggle the switch.

**I lost connection during an appointment and cannot reconnect my iPhone or iPad – what should I do?**

- In order to reconnect to the hearing aid, ensure that you check Bluetooth, Wi-Fi and MFi as follows:

1. Bluetooth: **Go to Settings > Bluetooth.**

   a. Ensure you turn Bluetooth **OFF** and **ON** again. Wait until reconnection with Bluetooth is established. Otherwise repeat the pairing procedure to connect your hearing aid to Bluetooth.

      If you need help pairing your device to your hearing aid, see the following website: www.oticon.global/pairing

2. Check Wi-Fi: Go to **Settings > Wi-Fi.**

   a. To turn the Wi-Fi signal **OFF** and **ON** again, toggle the Wi-Fi switch. Wait until the connection with Wi-Fi is re-established.

3. Check MFi: Go to **Settings > Accessibility > Hearing Devices**.

> **Note**
> The path to check MFi may be different depending on the version of iOS that you are running.

   a. In the **MFi Hearing Devices** section, tap the name of the device. Tap **Forget this device**.

   b. Restart your hearing aid. This puts the hearing aid in pairing mode for 3 minutes. At this point, you can see your hearing aid visible on the **MFi Hearing Devices** list on your iPhone or iPad.

   c. To reconnect to the hearing aid on the list, when a Bluetooth Pairing Request appears, tap **Pair**.

You can now use the app with the reconnected hearing aid.

- If the reconnection takes place during a RemoteCare appointment, then repeat step 3 (Check MFi), and once the hearing aid is reconnected, return to the RemoteCare App.

# Troubleshooting

### Before the appointment

*My hearing aid is not detected by the app.*

- Ensure Bluetooth is enabled on your device.

- Ensure your hearing aid has full battery levels.

- Ensure the hearing aid (or if applicable, both left and right) is paired with the phone or tablet.

    - For instructions on pairing, see the following website: www.oticon.global/pairing

### 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 attempt to refresh the video connection.

- Wait for a short while, usually the video stream is re-established automatically.

### 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 a mutual agreement with my hearing care professional.*

- Try to reconnect to the appointment or contact your hearing care professional.

*The settings in my hearing aid cannot be recovered:*

- Ensure you enable Bluetooth.

- Ensure you insert new batteries.

- Ensure the hearing aid (or if applicable, both left and right) is paired with the phone or tablet.

- Restart the app. In the **Welcome** screen, log in and tap **START APPOINTMENT**. In the next screen, tap I **UNDERSTAND**, and you are taken to the **Connect your hearing aids** screen.

The app checks if the hearing aid is in working order. In some cases, the app goes into recovery mode and updates the hearing aid with the latest settings from your hearing care professional.

Please follow the guidance in the app. If you still cannot recover the settings in your hearing aid, ensure you contact your hearing care professional.

Oticon A/S
Kongebakken 9
2765 Smørum
Denmark
2019

CE 0543

| Description of symbols used in this booklet | |
|---|---|
| **Manufacturer** 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. | |
| $C\epsilon$ 0543 | **CE mark** The device complies with Medical Device Directive 93/42/EEC. The four digit number indicates the identification of the notified body. |

| Description of symbols and abbreviations used in the app | |
|---|---|
| | **Consult instructions for use** Indicates the need for the user to consult instructions for use. |
| **MD** | **Medical Device** The device is a medical device. |
| **GTIN** | **Global Trade Item Number** A globally unique 14-digit number used to identify medical device products including medical device software. GTIN in this booklet is related to medical device firmware. GTIN on regulatory packaging label is related to medical device hardware. |