

Oticon Government Services

Getting started with Oticon RemoteCare

Setting up your hearing aids and phone/tablet

These 4 steps will help you set up your hearing aids and phone/tablet for RemoteCare.

To use the app, you must have:

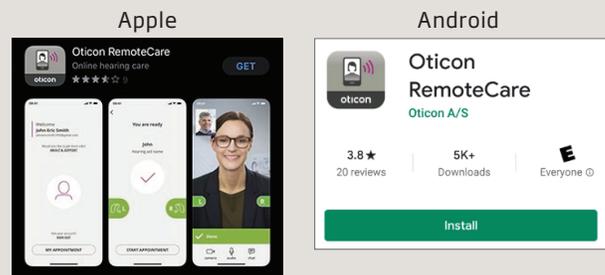
- Oticon Opn S™, Opn™, Xceed, or Opn Play™ hearing aids paired to your device.
- A stable internet connection with a recommended minimum speed of 1/1 Mbit/s (check with provider).
- An email account.
- A compatible Apple® or Android™ phone or tablet (see www.oticon.com for compatible device list).
 - Apple devices: must have iOS version 12.0 or newer.
 - Android devices: must have operating system 8.0 or newer.

Step 1: Pair your Oticon hearing aids to your phone or tablet

For more information, refer to your Instructions for Use booklet (included with your hearing aids) or the Oticon website: www.oticon.com/support/how-to/connect-to-wireless-accessories. For Android devices, patients will connect directly through the RemoteCare App.

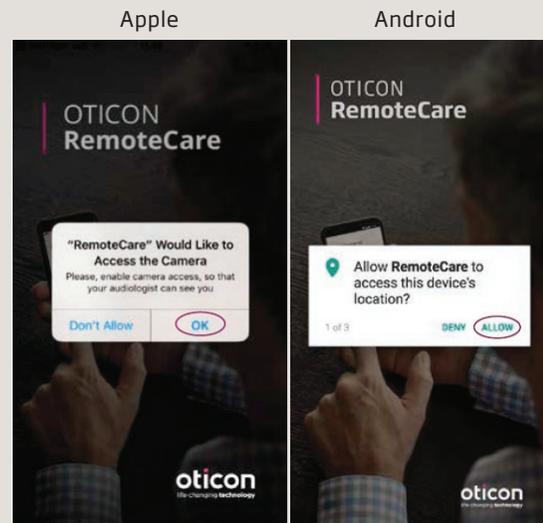
Step 2: Download the Oticon RemoteCare App

Open the Apple App Store® or Android Google Play Store on your phone or tablet. Search for “Oticon RemoteCare” and download it to your device.



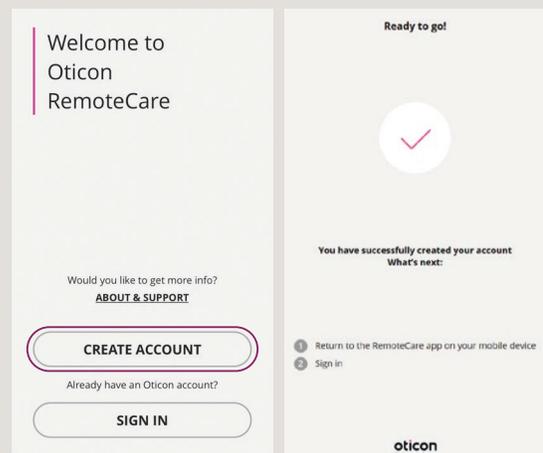
Step 3: Open the RemoteCare App & allow all permissions

RemoteCare needs access to your location, camera and microphone to work properly. Your information is strictly confidential and Oticon does not record, track or store your personal information.



Step 4: Create an account

You must create an account so that your hearing care provider can connect to you and your hearing aids remotely. The app will connect you to a web page to set up your account and password. **Tip:** Remember the email address you use as your hearing care provider will need this for your appointment.



Your first RemoteCare appointment

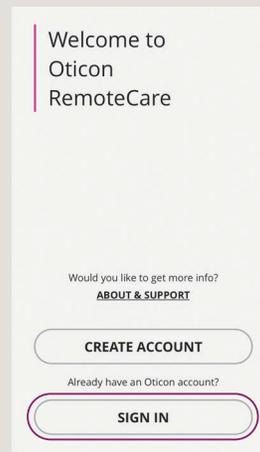
These 4 steps will guide you through a virtual appointment with your audiologist.

Before the appointment:

- Ensure your phone or tablet is at least 50% charged and Bluetooth is ON.
- Ensure your hearing aids have new batteries (or 100% charge if you use rechargeable hearing aids).
- For the best connection, close any apps you are running on your phone or tablet.

Step 1: Sign in to the Oticon RemoteCare App

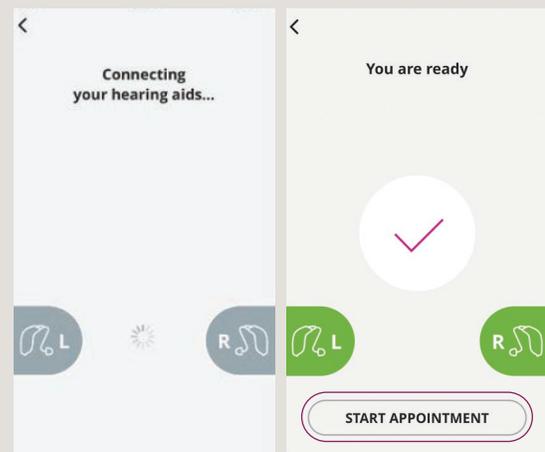
Open the RemoteCare App and click on “Sign In”. Enter the email address and password you used to create your RemoteCare account.



Step 2: Enter the appointment and connect your hearing aids

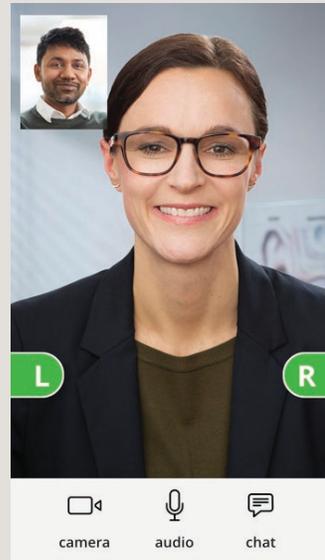
Click on “My Appointment.” On the next few screens, follow the prompts to:

- Read and agree to the Data & Privacy notice.
- Ensure you have sufficient battery power.
- Turn your hearing aids off and on (not all phones require this step).
- Allow the device to search for your hearing aids. Once connected, the left and right hearing aid icons will turn green and you may click “Start Appointment”.



Step 3: Connect with your audiologist

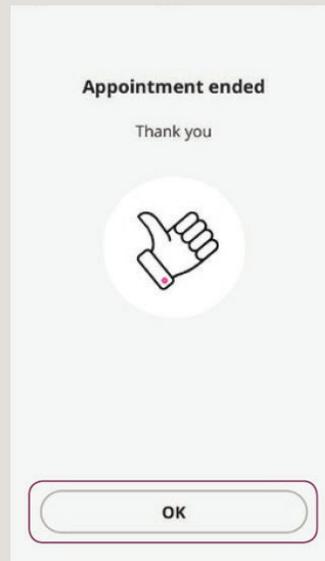
You may have to wait for your Audiologist to join the appointment. When they are connected, you will see them on the screen and be able to hear them. Your audiologist will now be able to connect to your hearing aids, make adjustments to the programming and also discuss any concerns or questions with you, just as they would during a face-to-face appointment.



Step 4: Ending the appointment

When you are done working with your Audiologist, they will disconnect from your hearing aids and you will hear your hearing aids restart. When they end the appointment, you will lose communication with the Audiologist.

Do not close the app until you see the "Appointment ended" screen with the thumbs up. At this point, you can click "OK" and leave the RemoteCare App.



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