

Instructions for use

Oticon ON



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Introduction

The following instructions for use are valid for Oticon ON 2.5.0 or later.

Ensure you read the booklet carefully, including the **Warnings** section. This will help you get the most benefit out of the app.

The app runs on your Apple iOS or your Android™ device and allows you to directly control your Oticon hearing aids.

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

Ensure that you always update the app to the newest compatible version. Also ensure that you update your device to the latest version of iOS or Android OS.

In case of any additional questions regarding the use of the app, contact your hearing care professional.

Be aware that some settings are dependent on the fitting done by the hearing care professional.

This guide helps you with:

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

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How to use this guide

Be aware that you must download the app on your device and pair the hearing aids to your device *before* you follow the procedures in this booklet.

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

Intended use

Intended use	Oticon ON is intended to assist users of wireless hearing aids to control functionality provided by their hearing solution. The product is intended to be used together with the given hearing solution.
Indications for use	No indications for use.
Intended user	Users of wireless hearing aids. Children below 10 years of age are expected to be assisted by responsible caregivers.
Use environment	Indoor and outdoor.
Contraindications	No contraindications.
Clinical benefits	See clinical benefits of the hearing aid.

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Disclaimer for Oticon ON

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

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

IMPORTANT NOTICE

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

System requirements

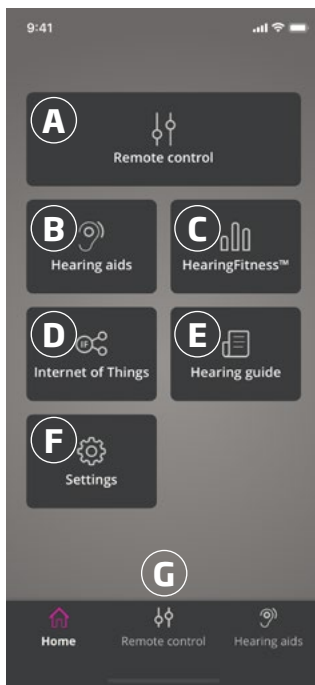
To use the app, you need the following:

- Oticon hearing aids with Bluetooth® Low Energy technology
 - To check for compatibility, visit:
www.oticon.global/compatibility
- A compatible Apple iOS or Android device.
 - To check for compatibility, visit:
www.oticon.global/compatibility
- For Apple iOS devices
 - iOS operating system software running version 13.0 or later. To find out which version of iOS you have, on your iPhone or iPad, go to:
Settings > General > About > Software Version
- For Android devices
 - 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

Home screen

Use the Home screen to access all features of the app. The Home screen is accessible from anywhere in the app by tapping **Home** in the tab bar.

- A. The **Remote control** button lets you change hearing aid programs and volume.
- B. The **Hearing aids** button lets you check the battery level of the hearing aids, and helps you find the hearing aids, if lost.
- C. The **HearingFitness™** button lets you set personal listening goals.
- D. The **Internet of Things** button gives you access to If This Then That (IFTTT) features.
- E. The **Hearing guide** button gives you access to various guides to learn how to get the most out of your hearing aids.
- F. The **Settings** button lets you configure the app according to your preferences and gives you access to the application's Instructions for use.
- G. The tab bar lets you select between **Home**, **Remote control** and **Hearing aids**.



Create account or log in

The first time you access HearingFitness or the Internet of Things/IFTTT service, you are prompted to create an account either by using your Apple ID, Facebook, or Google credentials or by using your email address.

If you create an account using your email address, you must then activate the account and create a password.

If you already signed up to other Oticon registered services, you can reuse your credentials to log into your account.

You only need an account for the HearingFitness and IFTTT services.



Change volume and mute

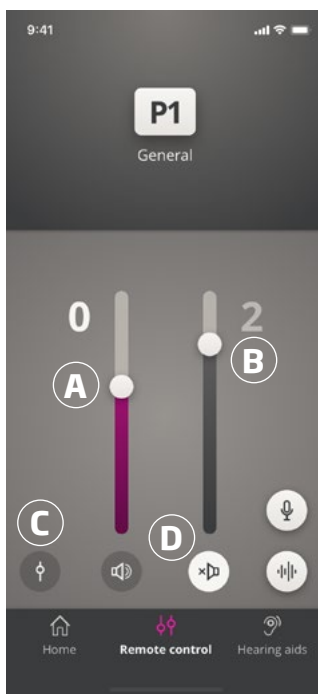
You can change the volume in both hearing aids at the same time or in each hearing aid independently.

Changing the volume only applies to the selected program.

To access volume and mute controls

- On the tab bar, tap **Remote control**.

- A. Volume level indicator. The value **0** is the start-up volume as prescribed and set by your hearing care professional.
- B. To increase or decrease the volume, move the slider up or down.
- C. To switch between volume control in one or both hearing aids, tap the slider button .
- D. To mute or unmute the hearing aid microphones, tap the mute button .



Change program

A program is a preset sound adjustment for your hearing aids. Each program is optimised for specific sound environments or remote sound sources.

Volume can be adjusted independently for each program.

To change programs

1. On the tab bar, tap **Remote control**.
2. On the navigation bar, in the program slider, swipe left or right to see the available programs.
3. Tap the desired program to select it.

When you select a program, the background colour of the icon changes to white.

Your hearing care professional can define up to four different listening programs at your fitting session.

Additional programs for Oticon's TV Adapter/EduMic, ConnectClip, and/or Tinnitus Sound Support™ may also be available.

TV Adapter, EduMic and ConnectClip

If your hearing aids have been paired with Oticon's TV Adapter or EduMic and/or ConnectClip, one or more programs are available on the program slider.

TV Adapter/EduMic

If your hearing aids are paired with TV Adapter you can use the app to control the sound streamed from your TV to your hearing aids.

If your hearing aids are paired with EduMic you can use the app to control the sound streamed from the device to your hearing aids.

To adjust the volume of sound streamed from TV Adapter or EduMic

1. On the tab bar, tap **Remote control**.
2. On the navigation bar, in the program slider, tap **TV Adapter/EduMic**.
3. On the navigation bar, tap the **Streaming** tab.
4. Move the slider up or down.

If you have more than one TV and TV Adapter or EduMic paired to your hearing aids, you can use the app to switch between streaming sources.

To switch between streaming sources

1. On the tab bar, tap **Remote control**.
2. On the navigation bar, in the program slider, tap **TV Adapter/EduMic**.
3. On the navigation bar, tap the **Streaming** tab.
The highlighted device is the one currently streaming.
4. On the **Streaming** tab, tap the device name.
5. From the list, tap the desired streaming source.

To adjust the volume of ambient environmental sounds picked up by your hearing aids

1. On the navigation bar, tap the **Environment** tab.
2. Move the slider up or down.

To forget or delete a connected device

1. On the tab bar, tap **Remote control**.
2. On the navigation bar, in the program slider, tap **TV Adapter/EduMic**.
3. On the navigation bar, tap the **Streaming** tab.
4. On the **Streaming** tab, tap the device name.
5. Select the device you want to forget from the list of connected devices.
6. In the **Edit device** screen, tap **Forget Device**.

Note

Both hearing aids must be connected to the app to forget a device. If you forget/delete all connected devices in the app, the TV Adapter/EduMic program is removed from the program slider.

Your TV Adapter/EduMic must be paired to your hearing aids again before they will appear in the app.

Remote Mic (ConnectClip)

With ConnectClip you can make hands-free phone calls and stream sound from any Bluetooth device to your hearing aids. ConnectClip also functions as a remote microphone.

To adjust the volume of the sound streamed from your ConnectClip

1. On the tab bar, tap **Remote control**.
2. On the navigation bar, in the program slider, tap **Remote Mic**.
3. On the navigation bar, tap the **Mic sound** tab.
4. Move the slider up or down.

Streaming equalizer

Streaming equalizer lets you adjust the loudness of frequency bands for the sound streamed from your mobile devices, TV Adapter, EduMic, and/or ConnectClip.

Streaming equalizer is not available on any Tinnitus program.


Note

The streaming equalizer button is always visible on Apple and selected Android devices. On all other Android devices the button is visible only when you stream sounds from your phone or other devices.

For more information, visit:

www.oticon.global/hearing-aid-users/support/faq/on-app

To adjust the streaming equalizer

1. On the tab bar, tap **Remote control**.
2. Tap the streaming equalizer button .
3. Move the sliders up or down.
 - **Low** equalizes bass tones.
 - **Mid** equalizes mid-range tones.
 - **High** equalizes treble tones.

Default settings are always 0 dB and the range is between +6 dB and -12 dB.


The streaming equalizer settings are retained as long as the app is active. Settings are restored to default when you quit the app.

Remote microphone

This functionality lets you use your iPhone or iPad as a remote microphone.

For example, you can place your iPhone near a person speaking across a room and the sound is streamed to your hearing aids.

To activate or deactivate the remote microphone

1. On the tab bar, tap **Remote control**.
2. On the navigation bar, in the program slider, select one of the general programs.
3. At the bottom, on the right-hand side, tap the microphone button  .

Note

The remote microphone functionality is currently only available for Apple devices.

Tinnitus SoundSupport - intended use

Tinnitus SoundSupport is a tool intended to generate sounds to provide temporary relief for patients suffering from tinnitus as part of a tinnitus management program.

The target population is the adults (over 18 years old).

Tinnitus SoundSupport is targeted to licensed hearing care professionals (audiologists, hearing aid specialists, or otolaryngologists) who are familiar with the evaluation and treatment of tinnitus and hearing loss. Fitting of Tinnitus SoundSupport must be done by a hearing care professional participating in a tinnitus management program.

Tinnitus SoundSupport is a sound generator that can be integrated into your hearing aids. Specially designed programs in the hearing aids allow you to play various sounds that can help you move your attention away from your tinnitus.

During the fitting session, your hearing care professional can enable the Tinnitus SoundSupport in one or more programs. They can be accessed along with the other programs on top of the screen.

For information about limitation of use of these programs, ensure you read your hearing aid's Instructions for use, or contact your hearing care professional.

Note

Tinnitus SoundSupport feature is only available in the app if Tinnitus has been activated by the hearing care professional in your hearing aids.

Tinnitus SoundSupport

To select a tinnitus program with relief sounds

1. On the tab bar, tap **Remote control**.
2. On the navigation bar, in the program slider, select the tinnitus program you would like to use.

For more information about programs, see the **Change program** section.

To adjust tinnitus relief sound level

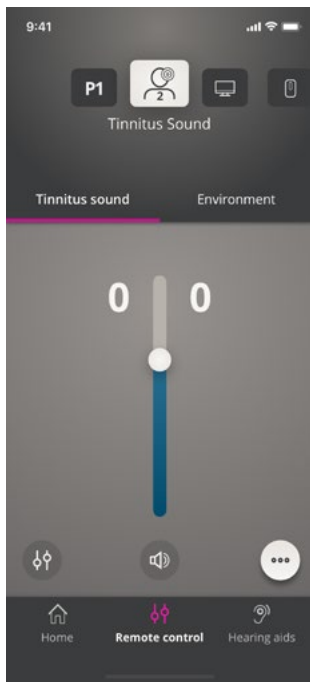
1. On the navigation bar, tap the **Tinnitus sound** tab.
2. Move the slider up or down.

You can do this for each hearing aid independently or both hearing aids at the same time.

For more information about volume control, see the **Change volume** section.

To adjust the volume of ambient environmental sounds picked up by your hearing aids

1. On the navigation bar, tap the **Environment** tab.
2. Move the slider up or down.



Tinnitus advanced options

The advanced tinnitus options include tinnitus sound variations and a tinnitus sound equalizer that masks tinnitus according to your needs and allow you to adjust sound.

To access advanced options

- At the bottom of the app screen, on the right, tap the more options button **•••**.

The availability of the advanced tinnitus options depends on the fitting of the program conducted by the hearing care professional.

Tinnitus sound variations

Tinnitus sound variations options let you change the variability of sound, or how sound is played.

The settings help you change the sound to mask Tinnitus according to your needs.



Sound is constant.



Sound is variable to a very small extent, waves are slow and subtle.



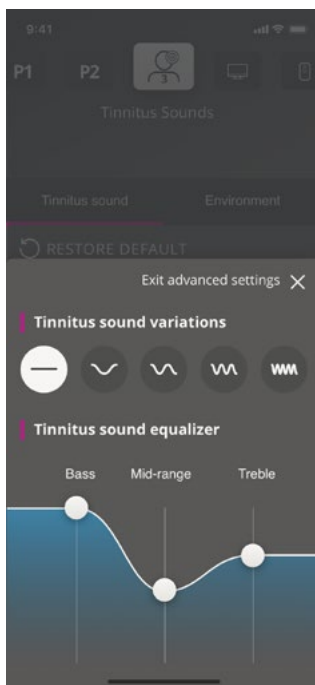
Sound is variable to a small extent, waves are more noticeable.



Sound is highly variable, waves are quite active.



Sound is variable to a large extent, waves are very active.



Tinnitus sound equalizer

Tinnitus sound equalizer lets you adjust different characteristics (bands) of the tinnitus relief sound. It lets you change:

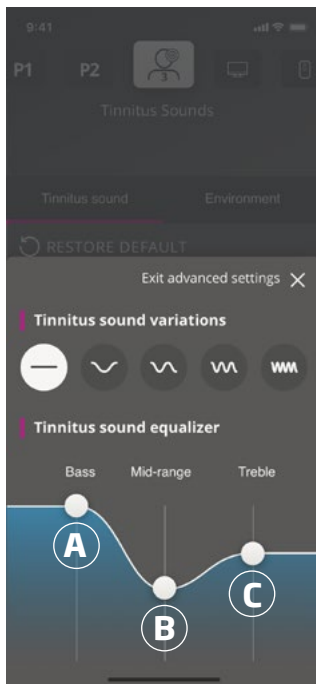
- A. **Bass** sounds - the lowest part of the musical range.
- B. **Mid-range** sounds.
- C. **Treble** - high pitched sounds.

The initial state –set by the hearing care professional, is 0 decibels (dB) for each band. Each band can be adjusted individually.

To adjust the decibel (loudness) scale of each band

- At the bottom of the app screen, move the sliders up or down.

The loudness level can be decreased by up to 24 dB.



Save individual preferences

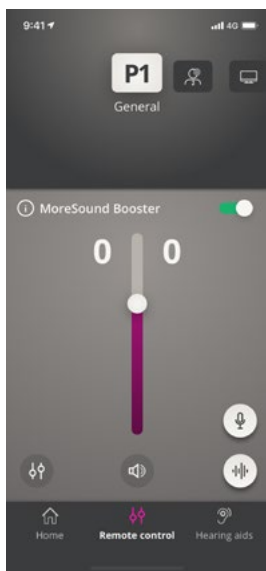
Every time you adjust your tinnitus relief sounds preferences, the app remembers them, saves them automatically, and uses them as your preferred settings.

Sound Booster*

Sound Booster is useful if you find it difficult to focus on speech. When activated, it enhances the effect by suppressing non-speech sound sources from the back and from the sides.

To activate and deactivate Sound Booster

- Above the volume slider, toggle the horizontal switch.



The feature can be deactivated when you change program, open the battery drawer/place the hearing aids in the charger, or reconnect the hearing aids.

Note

*The exact name of the Sound Booster feature depends on the hearing aids you are using. The Sound Booster feature is not available for Oticon Opn, Oticon Siya & Oticon Ruby hearing aids.

Find my hearing aids

If you are unable to find your hearing aids, the app can show you a map with the last known location of the paired hearing aids when the app was running.

To locate your missing hearing aids

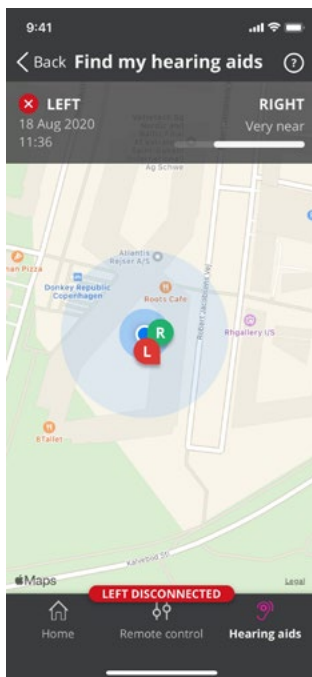
1. On the tab bar, tap **Hearing aids**.
2. Tap **Find my hearing aids**.

A proximity bar indicates how close you are to each connected hearing aid. If your phone is out of range with the hearing aids or the connection is lost, you can see the date and time of the last connection.

On the map, the green marker indicates that there is connection between your hearing aid and phone.

The red marker indicates that the connection is lost.

For best results, it is recommended to keep the app turned on, either actively being used, or running in the background.



HearingFitness

HearingFitness is a feature that lets you set a personal listening goal and keeps track of the daily use of your hearing aids towards reaching that goal.

HearingFitness requires a personal account with Oticon. For more information, see the **Create account or log in** section.

If you already signed up to other Oticon registered services, you can reuse your credentials to log into your account.

First time use

1. On the **Home** screen, tap **HearingFitness**.
2. Tap **Get Started**.
3. Tap **Log In**.

If you do not already have an Oticon account

- Tap **Create an account** and follow the instructions on the screen.

If you see a message saying that your hearing aids need a firmware update, contact your hearing care professional.

HearingFitness

Set daily goal

With HearingFitness you can also set a goal for the number of hours you want to use your hearing aids.

To adjust your daily goal

1. On the navigation bar, tap the **Day** tab.
2. Tap **Goal**.
3. Select the number of hours per day you want to use your hearing aids.
4. Tap **Set** when you are finished.

Daily, weekly and monthly view

To get an overview of your usage

- On the navigation bar, tap the **Day**, **Week** or **Month** tab.

Internet of Things

Oticon ON lets you connect your hearing aids to the Internet of Things through the IFTTT service.

With IFTTT, you can automate everyday activities such as turning on the lights at home when you turn the hearing aids on, or you can set up a text notification to be sent to a mobile phone when the hearing aid battery gets low and other things.

To access IFTTT

- On the **Home** screen, tap **Internet of Things**.

Using this service requires a personal account with Oticon. For more information, see the **Create account or log in** section.

For more information about IFTTT, visit:
www.oticon.global/hearing-aid-users/support/how-to/on-app

Apple Watch

Introduction

With Apple Watch you can control the volume, mute/unmute your hearing aids as well as change program.

Be aware that in the volume level indicator, **0** is the start-up volume prescribed by your hearing care professional.

The volume is changed in both hearing aids at the same time, and only applies to the selected program.

Before you can use Oticon ON on your Apple Watch, you must first install the app on your iPhone and ensure you pair your hearing aids with your iPhone.

System requirements

To use the app with Apple Watch, you need the following:

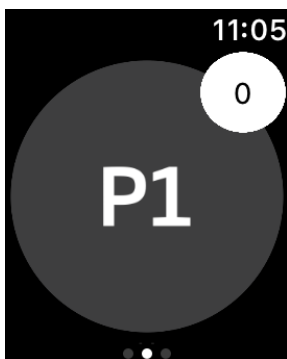
- Apple Watch Series 1-5
- watchOS 4 or later

To adjust the volume

- In the main **Oticon ON** screen on the Apple Watch, turn the Digital Crown.

To mute/unmute your hearing aids

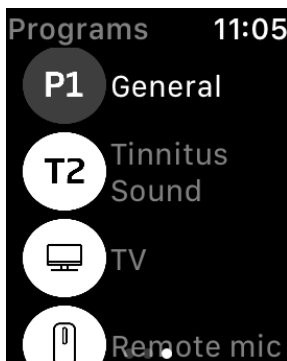
- Tap the volume level indicator.



To change program

1. In the main **Oticon ON** screen, swipe to the left.
2. In the **Programs** screen, tap the program you want to select. For example, **P1**.

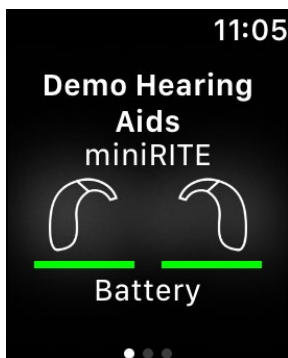
When you tap the selected program, the background colour of the icon depicting the program, turns grey.



Apple Watch

To check battery levels

- In the main **Oticon ON** screen, swipe to the right.



Apple Watch complication

- To quickly access the app, you can set up the Apple Watch complication (if complications are available on the selected watch face). This is a useful icon that serves as a shortcut, and can be placed on the watch face (1).



Warnings

To ensure personal safety and correct use, you should familiarize yourself fully with the following warnings and the entire contents of this booklet before using the app. Consult your hearing care professional if you experience unexpected operations or events with the app.

The app is able to control program selection and volume of the connected hearing aid. Therefore, the app should only be operated by the user of the hearing aid or responsible caregivers or hearing care professionals. Other third parties should be prevented from controlling the app.

Using the app can distract you in situations where full concentration is required. Be aware of your surroundings while using the app.

The connection between hearing aids and mobile phone may be lost due to signal interference, low battery, distance between phone and hearing aids etc. If this occurs and affects the expected functionality of the hearing aids, you are advised to reboot the hearing aids.

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

Help and Troubleshooting




To access the troubleshooting screen




1. On the tab bar, tap **Hearing aids**.
2. Tap **Troubleshooting**.


If you still have difficulties, please contact your hearing care professional.

Technical information

The following are definitions that may appear in the Instructions for use for Oticon ON:

Description of symbols used in this booklet	
	Warnings Text marked with a warning symbol must be read before using the device.
	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 Regulations 2017/745.
	CE mark The device complies with all required EU regulations and directives. The four digit number indicates the identification of the notified body.

Description of symbols and abbreviations used in the app	
	Consult electronic instructions for use Indicates the need for the user to consult electronic instructions for use.
	Medical Device The device is a medical device.
	Global Trade Item Number A globally unique 14-digit number used to identify medical device products including medical device software.

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