

# Instructions for use

Oticon RemoteCare



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life-changing technology

## Introduction

The following instructions for use are valid for Oticon RemoteCare 3.2.0 or later.

Oticon RemoteCare is designed for remote communication between you and your hearing care professional.

The app allows you to have follow-up visits with your hearing care professional from the comfort of your preferred location.

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

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

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

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
- Using the app on your device

| [About](#) | [Start-up](#) | [Handling](#) | [FAQ](#) | [More info](#) |

## 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 all devices on both operating systems (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 aids, visit: [www.oticon.global/pairing](http://www.oticon.global/pairing)

## Intended use

<b>Intended use</b>	Oticon RemoteCare is intended to permit the remote fitting of wireless hearing aids by the hearing care professional. The product is intended to be used together with the given wireless hearing aids.
<b>Indications for use</b>	No indications for use.
<b>Intended user</b>	Persons with hearing loss using a wireless hearing aid and their caregivers.
<b>Intended user group</b>	Adults above 18 years of age.
<b>Use environment</b>	Home setting / Clinical setting.
<b>Contraindications</b>	No contraindications.
<b>Clinical benefits</b>	See clinical benefits of the hearing aid.

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## Disclaimer for Oticon RemoteCare

The manufacturer does not take responsibility for the consequences of using this 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.

### IMPORTANT NOTICES

The app connects you to your hearing care professional who sends updated settings to your hearing aids. 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 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 hearing aids with Bluetooth® Low Energy technology
  - To check for compatibility, visit: [www.oticon.global/compatibility](http://www.oticon.global/compatibility)
- A stable Internet connection suitable for both sound and video streaming, with a recommended minimum speed of 1 Mbps (upload/download)
- A compatible iOS or Android device
  - To check for compatibility, visit: [www.oticon.global/compatibility](http://www.oticon.global/compatibility)
- For 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**

## 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. If you have an iPhone or iPad, you must first read the following note:

### Note

If you have an iPhone or iPad, you must pair your hearing aids 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 aids, visit: [www.oticon.global/pairing](http://www.oticon.global/pairing)

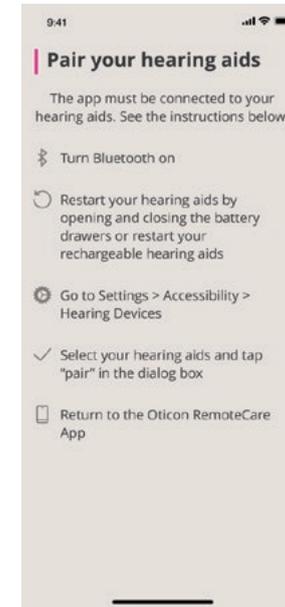
## To get started

1. On your device, launch the app.
2. On the startup screen, ensure you allow access as follows:

**For iPhone/iPad:** To allow Oticon RemoteCare to access the Bluetooth connection on your device, camera and microphone, tap **OK** every time you are prompted.

**For Android:** To allow Oticon RemoteCare to access your device's location, camera, and microphone tap **ALLOW** every time you are prompted.

On your iPhone or iPad, if you have *not* paired your hearing aids to your device, and you run the app, you will see the following screen:



If this happens:

1. Follow the steps on the screen to pair your iPhone or iPad to your hearing aids.
2. Then reopen the app.

## To create an account

Before you can begin the visit, you must create an account.

You can create an account either by using your Apple ID, Facebook, or Google credentials or by using your email address.

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

### To create an account

#### Using Apple ID, Facebook, or Google

1. On your device, in the **Welcome to Oticon RemoteCare** screen, tap **CREATE ACCOUNT**.
2. Follow the guidance in the app.
3. Then continue to ***Before the visit: Checklist to prepare*** on page 12.

#### Using an email address

1. On your device, in the **Welcome to Oticon RemoteCare** screen, tap **CREATE ACCOUNT**.
2. In the email address field, enter your email address. Tap **CONTINUE**.
3. In your email inbox, open the email you receive from Oticon and click the **Finalize your account** link. You are now directed to a webpage, where you must create a password.

4. In the **new password** field, create a password. You will use this password when you sign in to the app.
5. In the **confirm new password** field, reenter the password.
6. In the **display name** field, enter a name to identify yourself during the visits, for example, Joe's hearing aids. 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.
7. Tap **BACK TO THE APP** or close your web browser and return to the app.
8. In the **Verify email address** screen, tap **OK**.

## Before the visit: Checklist to prepare

- Plug your device into power or ensure that your device is fully charged.
- Ensure you enable Bluetooth on your device.
- Position yourself where there is a stable Internet connection.
- Insert new batteries in your hearing aids to ensure they are adequately powered. If you use rechargeable hearing aids, make sure they are fully charged. Ensure you have your charger nearby as you may need it to restart your hearing aids.

Alternatively, you can manually restart your hearing aids by turning them OFF and ON.

### Note

In order to maintain a strong and reliable connection for the duration of the remote visit, your hearing aids must have new or fully charged batteries.

- Turn OFF any type of battery-saving mode on your phone/tablet.
- Terminate other apps you are running to avoid disturbances.

### During the visit, do not:

- Place your hearing aids more than 5 metres away from your device
- Turn OFF your hearing aids
- Turn OFF Bluetooth on your device
- Enable Flight mode on your hearing aids 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 visit

After you have gone over the checklist to prepare for your remote visit, you must launch the app, and then sign in using your existing credentials.

You can sign in either by using your email address or by using your Apple ID, Facebook, or Google credentials.

### To sign in

1. On your phone or tablet, launch the app.
2. In the **Welcome to Oticon RemoteCare** screen, tap **SIGN IN**.
3. On the **SIGN IN** page:

#### To sign in with your email address

1. Enter the email address you used in **To create an account** section on page 10.
2. Enter the password you created and then tap **SIGN IN**.

#### To sign in using other credentials

- Tap either the **Apple ID**, **Google** or **Facebook** buttons and follow the guidance in the app.

### To begin the remote visit

- In the **Welcome** screen, tap **MY VISIT**.

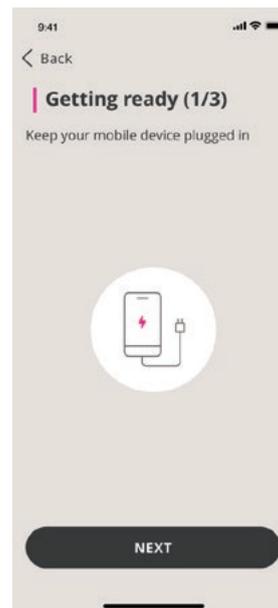
#### Note

If this is your first time using the app, ensure you read and agree to the Data & Privacy notice. To activate the services in the app, tap **AGREE**.

## Getting ready

After you sign in and agree to the Data & Privacy notice, ensure that your device and hearing aids have enough battery power for the remote visit.

In the following **Getting ready** screens, follow the guidance in the app and tap **NEXT** whenever prompted.



- For iPhone or iPad, continue to **Connecting hearing aids (iPhone/iPad only)** on page 17.
- For Android devices, continue to **Connecting hearing aids (Android only)** on page 16.

## Connecting hearing aids (Android only)

1. After the app searches for and detects your hearing aids, you are taken to the **Available hearing aids** screen. Once your hearing aids have been detected, tap **PAIR**.



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

The right or left hearing aids are symbolized by the letters **L** and **R** respectively. If requested, allow permissions for your device to pair with your hearing aids.

2. After you have successfully paired your hearing aids, in the **You are ready** screen, tap **START VISIT** and continue to **The Virtual Waiting Room** on page 18.

## Connecting hearing aids (iPhone/iPad only)

Your device now attempts to connect to your hearing aids. If you have two hearing aids, ensure both are detected by the app.

The left or right hearing aids are symbolized by the letters **L** and **R** respectively.

When the app successfully connects to your hearing aids, the **L** and **R** change color to green.

- After your hearing aids are connected to the app, in the **You are ready** screen, tap **START VISIT**. You are now taken to the virtual waiting room.



## The Virtual Waiting Room

- In the **Virtual Waiting Room** screen, wait for your hearing care professional to connect and join the visit. While you wait, you see a video stream of yourself.



## Your Oticon RemoteCare visit

When your hearing care professional joins the remote visit, they appear on your screen in a video stream.

During the visit you can:

- Camera:** Turn your own camera ON/OFF.
- Audio:** Turn your own audio ON/OFF.
- Chat:** Write a text message to your hearing care professional.



The L and R graphics will remain grey until your hearing care professional initiates the connection to your hearing aids.

## Hearing aids connected

When your hearing care professional establishes a remote connection to your hearing aids, the **L** and **R** graphics change from blinking to steady green.



## Hearing evaluation (In-situ audiometry)

This is an optional function in Oticon RemoteCare which enables your hearing care professional to remotely check if your hearing loss has changed and to fine tune the settings of your hearing aids accordingly.

### To ensure a successful hearing evaluation

- Ensure you are in a quiet place with little or no background noise. Too much background noise can affect the results, possibly requiring the hearing evaluation to be redone.
- Wear your hearing aids correctly and as advised during your first fitting.
- Do not turn off or unpair your hearing aids during the visit.

### IMPORTANT NOTICE

If your internet connection is lost during the hearing evaluation visit, you will receive an in-app notification.

### If your internet connection is lost

- Remove and restart your hearing aids if they are muted or still playing sound.

### To continue your visit

1. Restart the app on your device.
2. In the **Welcome** screen, sign in.
3. Tap **MY VISIT**.
4. Follow the guidance in the app to re-join your visit.

In some cases, during an Oticon RemoteCare visit, the app goes into recovery mode and updates your hearing aids with the latest settings from your hearing care professional.

## Applying settings

When your hearing care professional uploads new settings or configurations to your hearing aids, the **L** and **R** graphics change colour and blink orange.



## Settings saved

When the new settings have been successfully saved to your hearing aids, the **L** and **R** graphics change colour to steady green again.



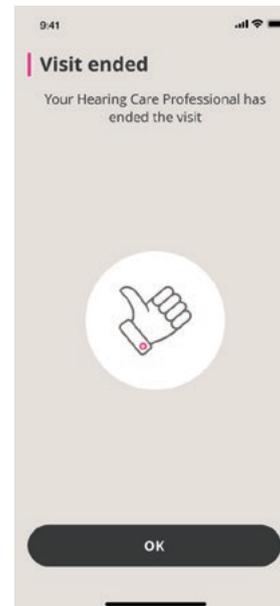
## Restarting hearing aids

When you and your hearing care professional agree to end the visit, then the hearing care professional restarts your hearing aids (by turning them **OFF** and **ON**). If enabled, your hearing aids play a melody or jingle.



## End visit

When your hearing care professional ends the visit, and the **Visit ended** screen appears, tap **OK**. At this point, you can begin using your hearing aids.



## FAQ - Frequently Asked Questions

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

It is recommended that you decline phone calls during the Oticon RemoteCare visit.

### 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 VISIT**.

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

While your app is not active, your hearing care professional cannot see you, and it may seem to them 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 VISIT**.

### I am having challenges with the visit with my hearing care professional, e.g. video is unstable.

This is most likely due to an unstable Internet connection. Try to repeat the visit with a better Internet connection.

### Why can I not see my hearing aids on my Android device?

Ensure that you have given permission for localization, otherwise the hearing aids are 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** or **disabled**, in the **Location permissions** screen, ensure you scroll down to RemoteCare and turn it **ON** or **enabled**.

### I lost connection during a visit and cannot reconnect my iPhone or iPad - what should I do?

In order to reconnect to your hearing aids, ensure that you check Bluetooth, Wi-Fi and connectivity to your hearing aids as follows:

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

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

If you need help pairing your device to your hearing aids, visit: [www.oticon.global/pairing](http://www.oticon.global/pairing)

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

- Turn your device's Wi-Fi signal OFF and ON. Wait until the connection with Wi-Fi is re-established.

#### 3. Hearing Devices: **Go to Settings > Accessibility > Hearing Devices**

- In the **Hearing Devices** section, tap the name of the device. Tap **Forget this device**.
- Restart your hearing aids. This puts your hearing aids in pairing mode for 3 minutes. At this point, you can see that your hearing aids are visible on the **Hearing Devices** list on your iPhone or iPad.
- To reconnect to the hearing aids on the list, when a Bluetooth Pairing Request appears, tap **PAIR**.

You can now use the app with your reconnected hearing aids. If the reconnection takes place during an Oticon RemoteCare visit, then repeat step 3 and once the hearing aids are reconnected, return to the app.

## Troubleshooting

### Before the visit

#### My hearing aids are not detected by the app.

1. Ensure Bluetooth is enabled on your device.
2. Ensure your hearing aids have full battery levels.
3. Ensure the hearing aids are paired to your phone or tablet.
  - For instructions on pairing, visit: [www.oticon.global/pairing](http://www.oticon.global/pairing)

### During the visit

#### I can only see myself, there is no video stream of my hearing care professional.

1. Let your hearing care professional know that you cannot see them. Your hearing care professional will attempt to refresh the video connection.
2. 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 visit

#### The visit suddenly ended without a mutual agreement with my hearing care professional.

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

#### The settings in my hearing aids cannot be recovered:

1. Ensure Bluetooth is enabled on your device.
2. Ensure you insert new batteries or that your rechargeable hearing aids are fully charged.
3. Ensure your hearing aids are paired with your phone or tablet.
4. Restart the app. In the **Welcome** screen, log in and tap **MY VISIT**.
5. In the screens that follow, tap **NEXT**, and you are taken to the **Connect your hearing aids** screen.

The app checks if your hearing aids are in working order. In some cases, the app goes into recovery mode and updates your hearing aids 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 aids, ensure you contact your hearing care professional.

## Technical information

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

### Description of symbols used in this booklet

	<b>Manufacturer</b> 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 Regulation 2017/745.
	<b>CE mark</b> 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

 eIFU Indicator	<b>Consult electronic instructions for use</b> Indicates the need for the user to consult instructions for use.
	<b>Medical Device</b> The device is a medical device.
<b>GTIN</b>	<b>Global Trade Item Number</b> A globally unique 14-digit number used to identify medical device products including medical device software.



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