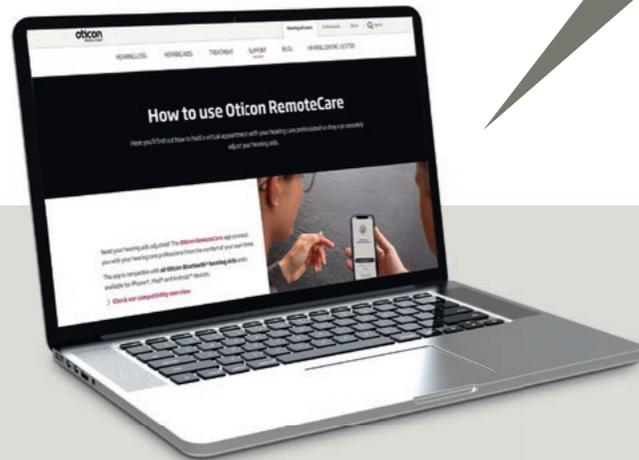


# Info and support

You can find more info on how to use the RemoteCare App on [www.oticon.com/support/remote-care](http://www.oticon.com/support/remote-care)

- Checklist for a successful session
- Instructional videos
- FAQs
- Troubleshooting guide
- Step-by-step guide

...and much more



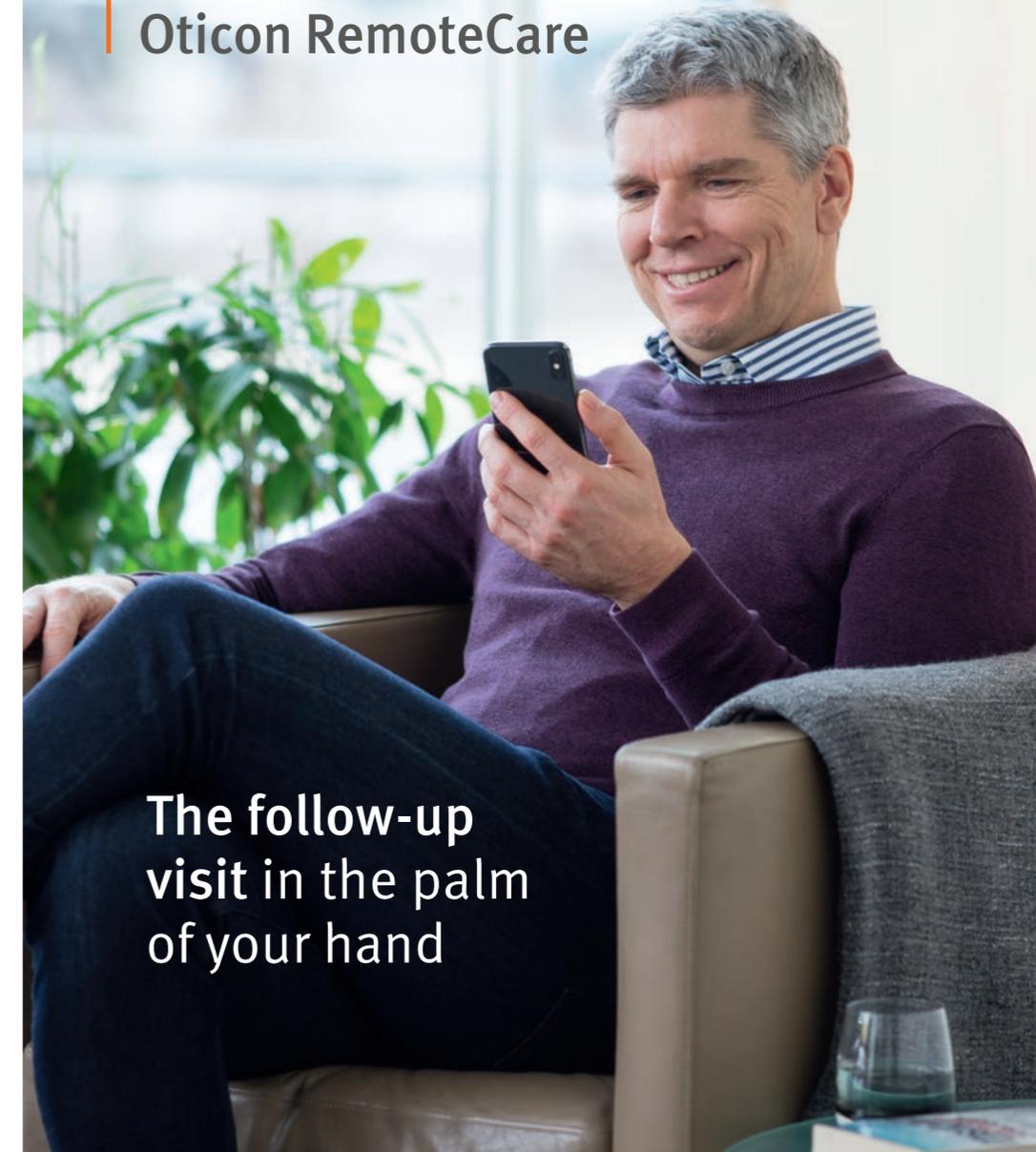
Contact your local hearing care professional:

 **Oticon Medical AB**  
Datavägen 37B  
SE-436 32 Askim  
Sweden  
Tel: +46 31 748 61 00

**Oticon Medical**  
LLC 580 Howard Avenue,  
Somerset, NJ 08873, USA  
Phone: +1 (888) 277-8014  
Fax: +1 (732) 868-6949  
[info@oticonmedicalusa.com](mailto:info@oticonmedicalusa.com)

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# Oticon RemoteCare



The follow-up  
visit in the palm  
of your hand

# Remote communication between you and your hearing care professional – in real time!

## RemoteCare enables you to:

- Get expert sound processor follow-up consultations in the comfort of your own home – or wherever else is convenient
- See, hear, talk and text with your hearing care professional during your remote appointment
- Get your sound processor adjusted remotely to ensure the best possible hearing experience
- Test your new sound processor settings while you are talking with your hearing care professional
- Get tips and tricks about sound processors from your hearing care professional

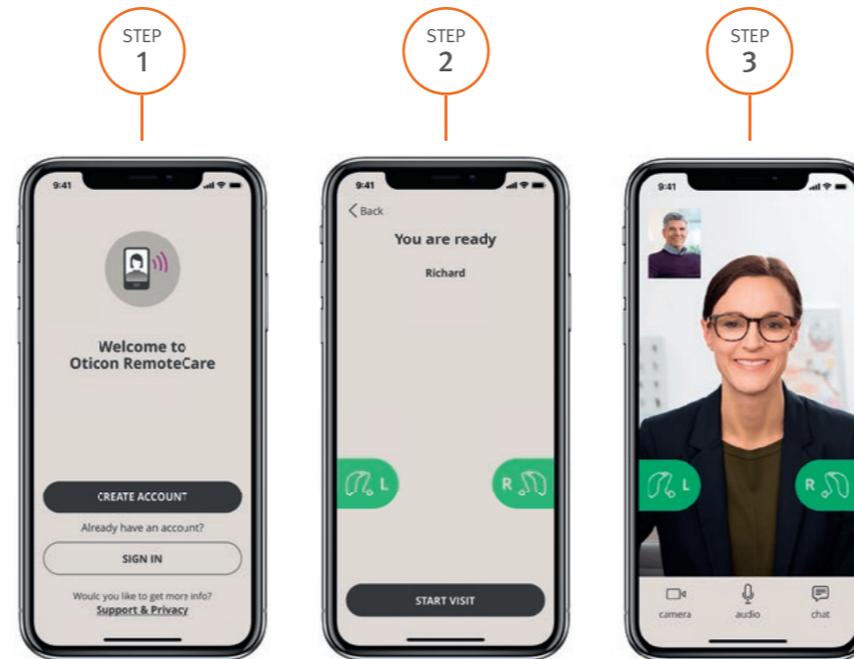
## Download RemoteCare from the App Store or Google Play Store



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## Getting started

Once you have paired your Ponto 5 sound processor with your iPhone® or smartphone and downloaded the RemoteCare App, you're just three simple steps from accessing your first remote follow-up appointment.



Sign up and log in

Connect to your sound processors

Connect to your hearing care professional

**Technical requirement:** you need a stable Internet connection, an Android phone with an operating system of 8.0 or higher OR an iPhone model from iPhone 5s and up, as well as an iOS version of at least 12.0 and an Apple ID and password, Ponto 5 and an appointment from your hearing care professional. See the Instruction for use for more details.

## Easy and intuitive app

The RemoteCare App is secure, easy to use, features a step-by-step guide and provides the following functionalities:



### Remote fine-tuning

Allows your hearing care professional to adjust the settings of your sound processors, on the spot.



### Video calls

Enables you and your hearing care professional to see and hear each other for a more personal experience.



### Phone calls

Allows you to talk to your hearing care professional without the camera on, if you prefer.



### Text messaging

The chat function makes it easy to send a quick message to your hearing care professional during the appointment.