

Create account or sign in

To use some features of this app you will need to create an account or sign in with your existing user credentials.

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

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

To sign in with existing credentials

1. On your device, on the tab bar, tap **More**.
2. On the **More benefits** screen, tap **My Profile**.
3. Tap **SIGN IN**.
4. Follow the guidance in the app.
5. In the **You are signed in** screen, tap **GO TO THE APP**.
6. If using the **RemoteCare** feature, continue to **Prepare for your remote visit** section of this booklet.

To create an account

Using Apple ID, Facebook, or Google

1. On your device, on the tab bar, tap **More**.
2. On the **More benefits** screen, tap **My Profile**.
3. Tap **CREATE ACCOUNT**.
4. Follow the guidance in the app.

Create account or sign in (continued)

Using an email address

1. On your device, on the tab bar, tap **More**.
2. On the **More benefits** screen, tap **My Profile**.
3. Tap **CREATE ACCOUNT**.
4. In the email address field, enter your email address. Tap **CONTINUE**.
5. In your email inbox, open the **Welcome to our app** email you received and click the **Verify your email** button. You are now directed to a webpage, where you must create a password. In the **Password** field, create a password. You will use this password when you sign into the app.
6. In the **Confirm new password** field, reenter the password. Tap **CONTINUE**. You will be redirected to a page informing you that your account is ready and that you must return to the app on your device and sign in.
7. Close your web browser, return to the app and then follow the guidance in the app.

Prepare for your remote visit

- Plug your device into power or ensure that your device is fully charged.
- Ensure that your hearing aids are paired with your device.
- Ensure that the Bluetooth on your device is enabled.
- Position yourself where there is a stable Internet connection.
- Insert new batteries in your hearing aids to ensure they are adequately powered. If you are using rechargeable hearing aids, make sure they are fully charged. Ensure that 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 3 meters (approx. 10 feet) 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 **Prepare for your remote visit** checklist on the previous page, you must launch the RemoteCare feature in the app.

If you are not already signed in or if you do not have an account, follow the steps in the **Create account or sign in** section of this booklet before proceeding.

To begin your RemoteCare visit

1. On the tab bar, tap **More**
 2. In the **More benefits** screen, at the top, tap **RemoteCare**.
 3. On the **RemoteCare** screen, at the bottom, tap **GO TO VISIT***.
 4. In the **Connect your hearing aids** screen, tap **CONNECT**.
 5. In the following **Before the visit** screens, follow the guidance in the app and tap **CONTINUE** whenever prompted.
- If you have not paired your hearing aids to your device, you will be taken to the **Pair your hearing aids** screen.

If this happens:

- Click **PAIR** and follow the steps on the screen to pair your device to your hearing aids.

Waiting room

- In the **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.

* 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.

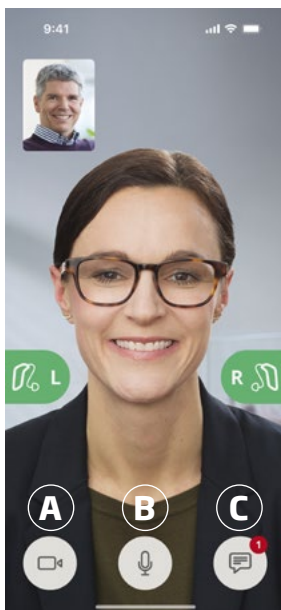
Your RemoteCare visit

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

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

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 of the RemoteCare feature 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

- make sure 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 on-screen notification and the app will attempt to reestablish the connection.

If you hear a tone in your hearing aids after the internet connection is lost

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

In some cases, during a 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 color and blink orange.

Settings saved

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

Intended use of Tinnitus SoundSupport

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

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