



Oticon ON App for Android and iOS



Instructions for use

oticon
PEOPLE FIRST

Introduction

This booklet guides you on how to use the app. Please read the booklet carefully, including the Warnings section. This will help you get the full benefit of the app.

The app for iPhone®, iPad®, iPod touch® and Android™ devices allows you to control the Oticon hearing aids directly.

The app is available on App Store® and on Google Play™.



These Instructions for Use are applicable for version 2.0.0 of the App.

Please ensure that you always update the app to the newest compatible version.

In case of any additional questions about use of the app, please contact your hearing care professional. Please note that some settings are dependent on the fitting done by the hearing care professional.

For your convenience, this booklet contains a navigation bar to help you easily navigate through the different sections.

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Intended use

The app is intended to assist users of wireless hearing aids to control functionality provided by their hearing solution.

Intended user group

The app is intended to be used by users (adults and children older than 36 months) of wireless hearing aids or responsible caregivers.

Disclaimer for the app

Oticon is not responsible for the consequences of using this App outside Intended use or Warnings.

IMPORTANT NOTICE

Please refer to the hearing aid's instructions for use for details on the functionality of your specific hearing aid.



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System requirements

To be able to use the app, you need the following:

- Apple devices: iOS operating system.
- Android devices: Android operating system.
- An Oticon hearing aid that can be paired with iOS or Android devices.

For information on which hearing aids the app can be used with and which versions of iOS/Android are required, please go to www.oticon.com/support/compatibility.

Install the app

On iOS (Apple devices)

1. Go to App Store and search for the app.
2. In the search result, tap the app.
3. Tap "GET" and then "INSTALL".
4. If prompted, sign in to the App Store to complete the installation.

On Android

1. Go to Google Play Store and search for the app.
2. In the search result, tap the app.
3. Tap "INSTALL".

When the installation is complete, you will see the app's icon on the home screen of your mobile device and the app is ready to be used.



Pair and connect your mobile device with hearing aids

Apple devices

Before you can use the app on an Apple device, you must pair the device with your hearing aids. Always make sure that the batteries in the hearing aids are fully charged or have a fresh battery.

1. Go to the "Settings" menu on your Apple device and ensure that Bluetooth® is on.
2. Tap on "General" and then select "Accessibility".
3. Select "MFi Hearing Devices".
4. Place the hearing aids close to your Apple device and switch your hearing aids off and on. This will put them in pairing mode for three minutes.
5. Select the hearing aids on the Apple device screen, when it has detected them.
6. Confirm the Bluetooth pairing request. This should be done for each hearing aid.

Once you have paired the hearing aids with the Apple device, launch the app to establish the connection.

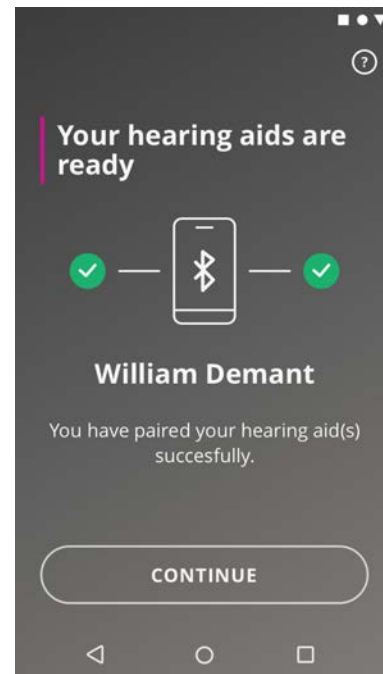
Make sure that Bluetooth is still turned on. The app will search for the hearing aids until the connection has been established.

Tap on "Continue" and you are ready to use the app.

Android devices

On an Android device, the pairing with the hearing aids as well as the connection of the device and the hearing aids are done in the app. Always make sure that the batteries in the hearing aids are fully charged or have a fresh battery.

1. To start the pairing make sure that the hearing aids are within 20 cm (appr. 8 inches) of the mobile device.
2. Make sure that the Bluetooth® is turned on, on your device.
3. Launch the app.
4. The app will automatically search for hearing aids.
5. Switch the hearing aids off and on. This will put them in a pairing mode for three minutes.
6. Wait for the app to detect the hearing aids.
7. Select the hearing aids and proceed.
8. The app will attempt to pair and connect to your hearing aids.
9. Once the app successfully connects to the hearing aids, you will see success status.
10. Click "Continue" button to proceed and start the app.



Home screen

From the home screen you can access all features of the app. It can be accessed from anywhere in the app by tapping the "Home" icon in the bottom of the screen.

1. "Remote control" gives access to hearing aid programs and volume control.
2. From "Hearing aid" you can check the battery level of the hearing aids, and find the hearing aids.
3. "HearingFitness™" allows you to set personal listening goals.
4. "Internet of Things" gives access to IFTTT features.
5. "Hearing guide" gives access to various guides where you can learn how to get the most out of the hearing aids.
6. From "Settings" you can adjust the app according to your preferences and read "Instructions for use".

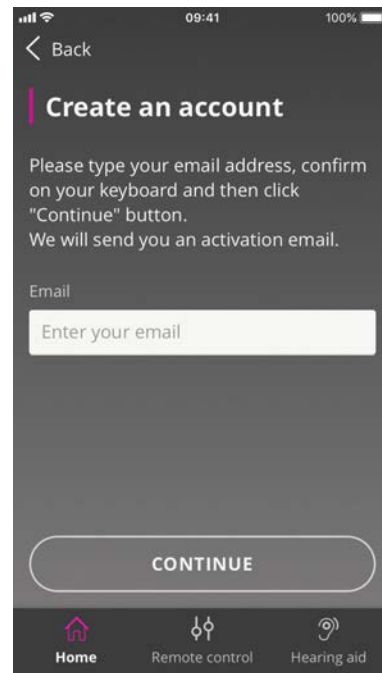


Create account

In order to use the HearingFitness feature and the IFTTT service (If This, Then That), you need to create an account. You do not need this account to use other programs or features of the app. Note that you need an e-mail address to create an account.

The first time you access HearingFitness or IFTTT you will be asked to create an account.

Follow the instructions on the screen.

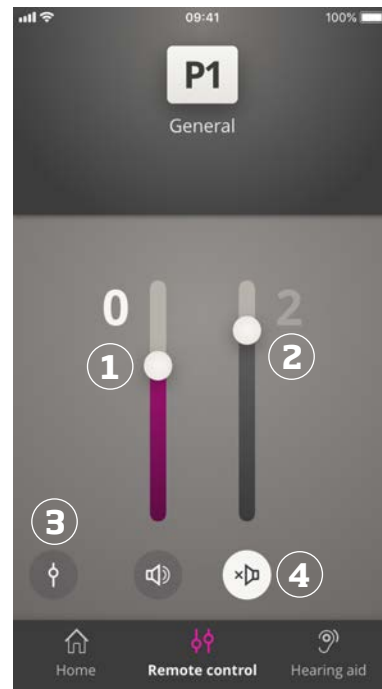


The screenshot shows a mobile app interface for creating an account. At the top, there's a status bar with signal strength, time (09:41), and battery (100%). Below that is a navigation bar with a back arrow and the word "Back". The main heading is "Create an account" in bold. Below the heading, there's instructional text: "Please type your email address, confirm on your keyboard and then click 'Continue' button. We will send you an activation email." Underneath this is a label "Email" and a text input field with the placeholder "Enter your email". At the bottom of the main content area is a large, rounded "CONTINUE" button. The bottom of the screen features a dark navigation bar with three icons and labels: a house icon for "Home", a remote control icon for "Remote control", and a hearing aid icon for "Hearing aid".

Change volume and mute

Select “Remote control” from the home screen to get access to the volume control. The volume can be changed in both hearing aids at the same time or in each hearing aid independently. Changing the volume only applies to the selected program (see next section).

1. Volume level indicator. “0” is the start-up volume as prescribed by your hearing care professional.
2. Slide up or down to increase or decrease the volume.
3. Switch between volume control in both hearing aids or each hearing aid.
4. Tap to mute or unmute the hearing aid microphones.



Change program

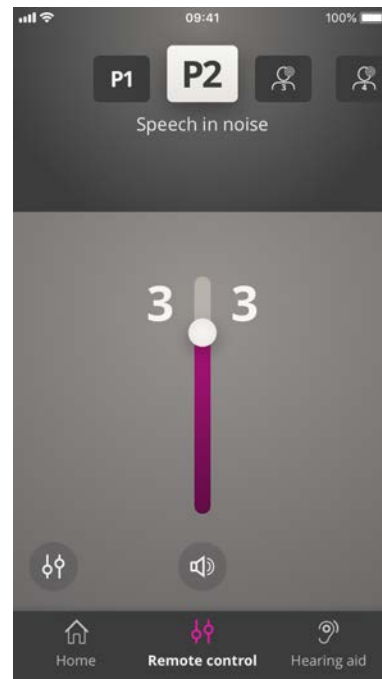
Select “Remote control” from the home screen to get access to the programs in your hearing aids. In each program you can adjust the volume as described in the previous section.

You can have up to four different listening programs. They are defined by your hearing care professional during the fitting session.

Tap the programs icon on top of the screen to access the programs. Swipe to the left to see the full list. Tap the icon of the program you wish to access. The background color of the icon of the selected program turns white. Selection of the program will result in changing the program also on the hearing aid.

If the hearing aids are paired with a TV Adapter and/or with a ConnectClip, one or two more programs will be available in the list.

The number of Tinnitus Sound Support™ programs depends on how the hearing care professional has programmed the hearing aid.



TV sound and remote microphone

If your hearing aids have been paired with a TV Adapter (or EduMic) or/and a ConnectClip, the following programs can be selected from the list of programs in the app.

TV Adapter/EduMic

If the hearing aids are paired with a TV Adapter you are able to control sound streamed from your TV to the hearing aids.

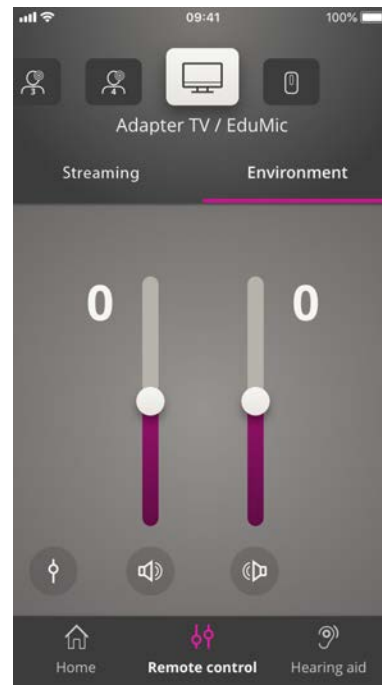
Select “Streaming” to adjust the volume of the sound streamed from your TV to your hearing aids. To adjust the volume of the external sound picked up by the hearing aids, select “Environment”.

If the hearing aids are paired with EduMic the program will be used in order to let you control sound streamed from Oticon’s educational wireless microphone.

Remote mic (ConnectClip)

Select “Mic sound” to adjust the volume of the sound streamed from your ConnectClip to your hearing aids. To adjust the volume of the external sound picked up by the hearing aids, select “Environment”.

For details on how to adjust the volume, please refer to the section “Change volume and mute”.



Tinnitus SoundSupport

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.

This tool is intended to be used by 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, please read the hearing aids "Instructions for use" for your hearing aids or contact your hearing care professional.

Tinnitus SoundSupport

Select tinnitus program with relief sounds

Select "Remote control" from the home screen and swipe through the list of programs. Tap the tinnitus program you wish to access.

For more information about programs, please refer to the section "Change program".

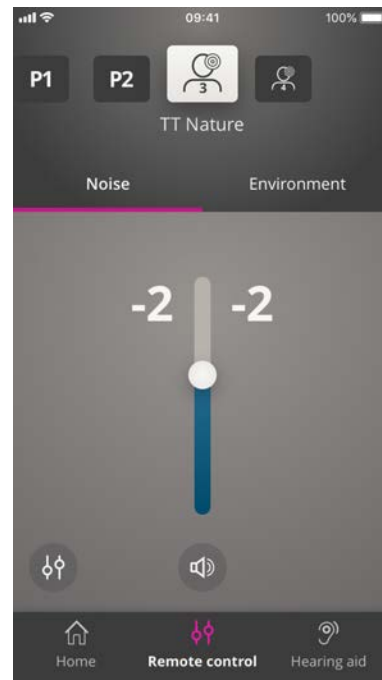
Adjust Tinnitus relief sound level

Select "Noise" to adjust the volume of the tinnitus sounds.

Adjust the volume of the tinnitus program by swiping up or down on the sliders. This can be done for each hearing aid independently or both hearing aids at the same time.

For more information about volume control, please refer to the section "Change volume".

To adjust the volume of the external sound picked up by the microphones of the hearing aids, select "Environment."



Tinnitus advanced options

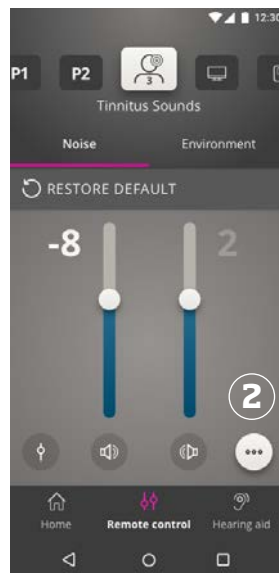
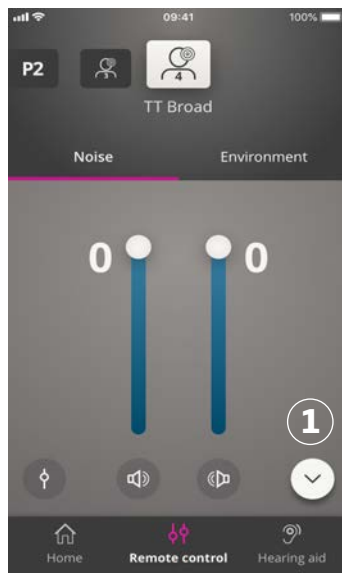
A dedicated icon in the lower right corner of the screen will indicate if you have access to advanced options of the Tinnitus sound relief feature. For iOS devices the icon is represented by an arrow (1), whereas for Android devices it appears as an icon with three little dots inside (2).

Tap on the icon to get access to advanced options. Once the icon is tapped, the advanced options screen appears.

For iOS devices it will scroll the screen down in order to display the settings.

For Android devices advanced options will appear on a new layer that will be displayed on the screen.

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



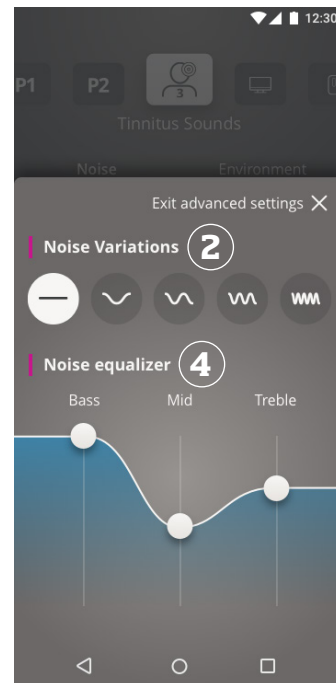
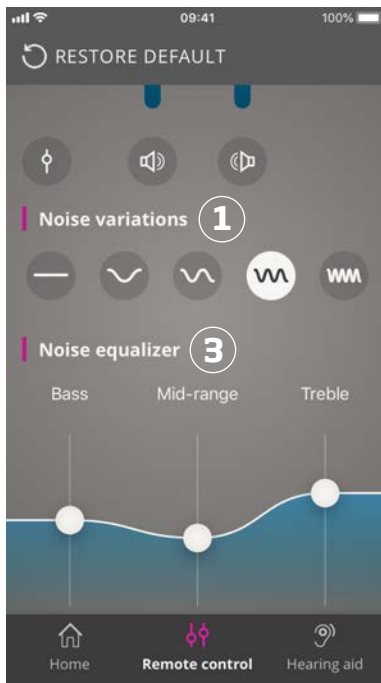
Tinnitus SoundSupport

Noise variations and noise equalizer

Tinnitus advanced options allow you to change noise variations (1 for iOS, 2 for Android view) and noise equalizer (3 for iOS, 4 for Android view).

They can be applied when it is needed to adjust the way the sound is being played in your hearing aids.

With these settings you are able to modify the sound in order to mask the tinnitus according to your needs.



Noise Variations

Noise Variations options enable change of variability of sound:



Noise sound is constant



Noise sound is variable to a very small extent,
waves are slow and subtle



Noise sound is variable to a small extent,
waves are more noticeable



Noise sound is highly variable,
waves are quite active



Noise sound is variable in a large degree,
waves are very active

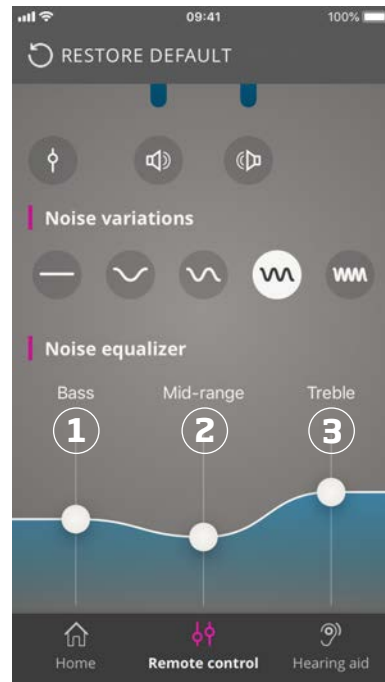
Tinnitus SoundSupport

Noise equalizer

The equalizer allows you to adjust different characteristics (bands) of the tinnitus relief sound. With these settings you are able to modify: Bass sounds (1) - the lowest part of the musical range, Mid-range sounds (2) and Treble (3) - high-pitched sounds.

The three bands can be modified along the decibel (loudness) scale by swiping on the sliders. Initial state (set by the hearing care professional) for each band is 0 decibels (dB) (1). When you move a slider up or down on an equalizer, you are increasing or decreasing the loudness of that particular band.

The loudness level can be decreased by up to 24 dB (2).



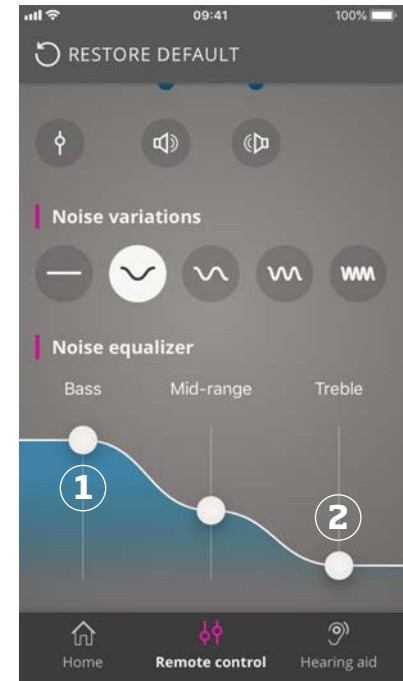
Examples:

- A. If you want more Bass in your hearing aids, you need to set Bass band at the initial state (0 dB) and move a slider down to lower the Treble tones.
- B. If the you want more Treble sound, a bit of Mid-range sound and no Bass, you need to: set Trebles at the initial state (0 dB), move a slider down in order to lower Mid-range, and move a slider maximally down in order to lower Bass frequencies.

Save individual preferences

Each time you adjust your tinnitus relief sounds preferences the app will remember it and use it as your preferred settings. No additional action is needed as the app saves it automatically.

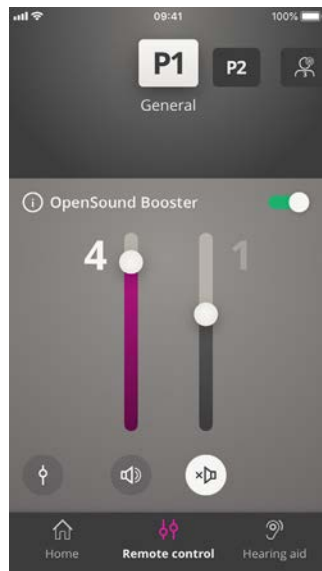
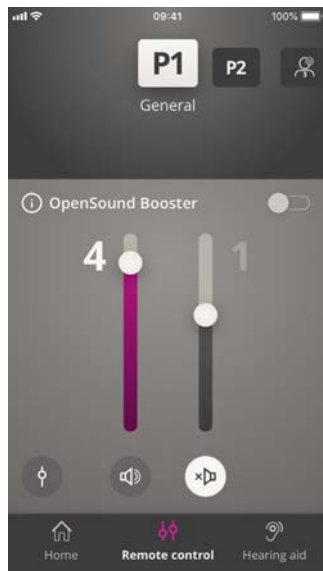
To forget the settings just press "Restore default".



OpenSound Booster

OpenSound Booster can be useful if you find it difficult to focus on speech or if you are tired after a long day of work. Once it is activated, it shifts settings of the hearing aids into an enhanced mode where noise, especially coming from the sides

and behind you, can be reduced. To activate and deactivate OpenSound Booster, use the horizontal switch above the volume sliders. Once you activate it, the switch turns green.



Please note:

The feature can be turned off in the app but it will be also deactivated when changing programs, opening the battery drawer or by reconnecting the hearing aids.

For rechargeable hearing aids, the booster is turned off when the hearing aid is either placed in the charger or manually turned off by a long press.

Note: OpenSound Booster is only available for hearing aids with OpenSound Navigator™. Please go to www.oticon.com/support/compatibility for more information. It can be activated in any program where Open Sound Navigator is active.

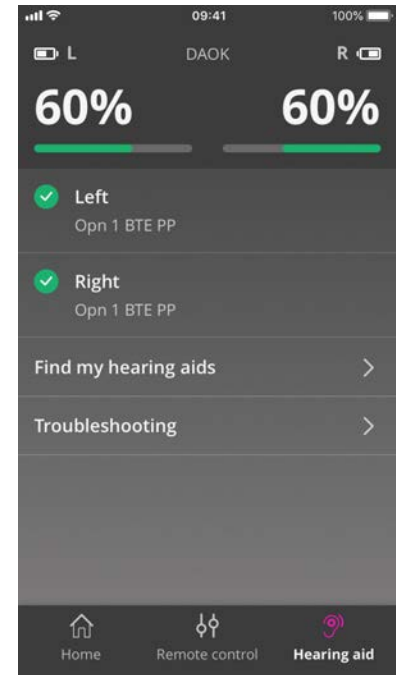
Additional features

Battery level

You can use the app to check the battery level of your hearing aids. This way, you can see if the batteries need to be replaced or recharged.

Instructions for use

Tap "How to use this app" in the Settings section to read the app's "Instructions for use".



Additional features

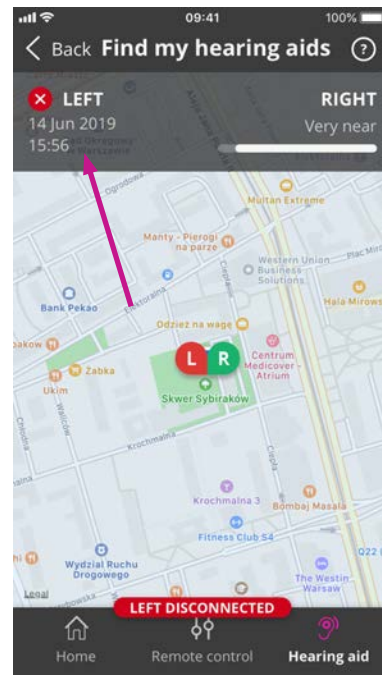
Find my hearing aids

Tap “Find my hearing aids” If you are unable to find your hearing aids. A map will show the last known location of the paired hearing aids when the app was working.

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

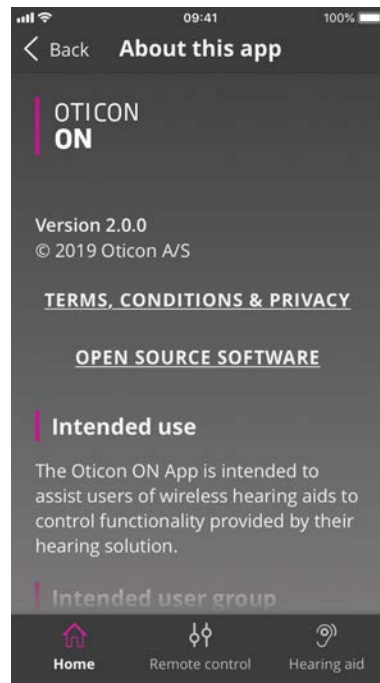


Privacy policy

To use the HearingFitness feature and IFTTT service, Oticon needs to collect data from you. You will be prompted for your consent when you set up an account. (See the section "Create account").

You can withdraw your consent at any time. If you do so, you will no longer be able to use HearingFitness and IFTTT with the app.

For further information visit www.oticon.com.



HearingFitness

HearingFitness is a feature that enables you to set a personal listening goal, and to follow your daily use of your hearing aids towards that goal.

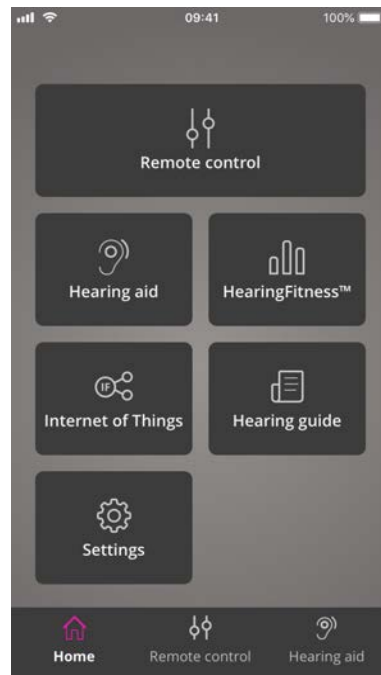
HearingFitness requires a personal account with Oticon. See the section “Create account” for more information.

First time use

Select the “HearingFitness” tile on the home screen.

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

If you do not already have an Oticon account, tap “Create an account” and follow the instruction on the section “Create account”.



Tips:

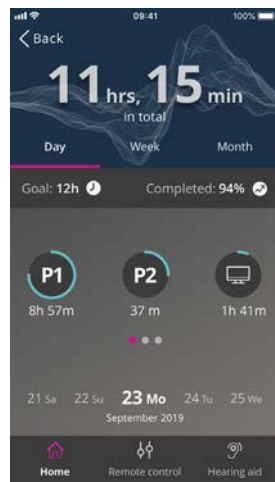
- To use HearingFitness you need to make sure that the app is constantly turned on. You may achieve this either by actively using the app or by keeping it running in the background. If the app is closed down it will not be able to collect HearingFitness data.
- Your hearing aids need to be connected with the app via Bluetooth. Keep Bluetooth turned on if you want to use HearingFitness
- Please note that if you don't turn off your hearing aids after taking them off (for example during the night) the data will still be collected by the HearingFitness feature.

HearingFitness

Set daily goal

With HearingFitness you can set a goal of how many hours you want to use your hearing aids.

Tap the Goal indicator to adjust your daily goal. Once you have chosen a number of hours from the list, press "Set".



Daily, weekly and monthly view

Tap "Daily" to get a view of your daily usage of your hearing aids. You can see the usage for each program in a given day.

Tap "Week" or "Month" to see a graph showing your weekly or monthly usage of your hearing aids. Tap a week or month to see usage data, progress and average hours per day for the specific week or month. In the month view you can see the average daily usage time in a given month. In the weekly view the data visible is from a given week.



IFTTT

You can connect your hearing aids to the Internet through the app and the IFTTT (If This, Then That) service.

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

To access IFTTT, select “Internet of things” on the home screen.

Using this service requires a personal account. See the section “Create account” for more information.

For more information, please visit
<https://www.oticon.com/support/how-to/ifttt>

Apple Watch

System requirements

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

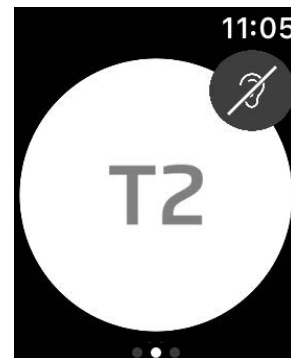
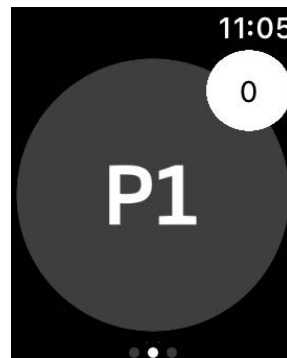
- Apple Watch Series 1-4
- OS Watch 4 and later

Before you can use the app on your Apple Watch, you must install the app on your iPhone and pair the device with Apple Watch. Make sure that the Bluetooth is turned on, on the iPhone.

Change volume and mute on the Apple Watch

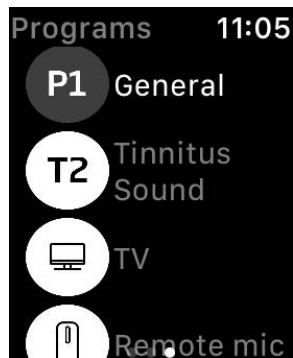
With Apple Watch you get access to the volume control of your hearing aids. The volume is being changed in both hearing aids at the same time. Changing the volume only applies to the selected program (see next section).

1. Volume level indicator. "0" is the start-up volume as prescribed by your hearing care professional.
2. Turn the Digital Crown to increase or decrease the volume.
3. Tap two times on volume level indicator to mute or unmute the hearing aid microphones.



Change program on the Apple Watch

Swipe to the left from main app view to get access to the programs in your hearing aids. In each program you can adjust the volume as described in the previous section.



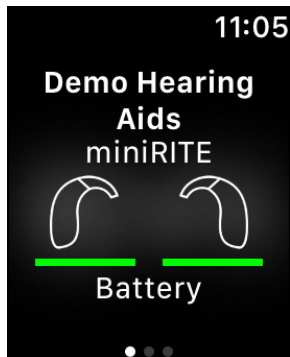
1. Tap the programs icon on the list to access the programs.
2. Swipe down to see the full list. Tap the icon of the program you wish to access.
3. The background color of the icon of the selected program turns grey.

Selection of the program will result in changing the program also on the hearing aid.

Apple Watch

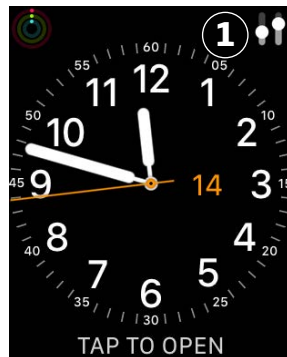
Check battery level on the Apple Watch

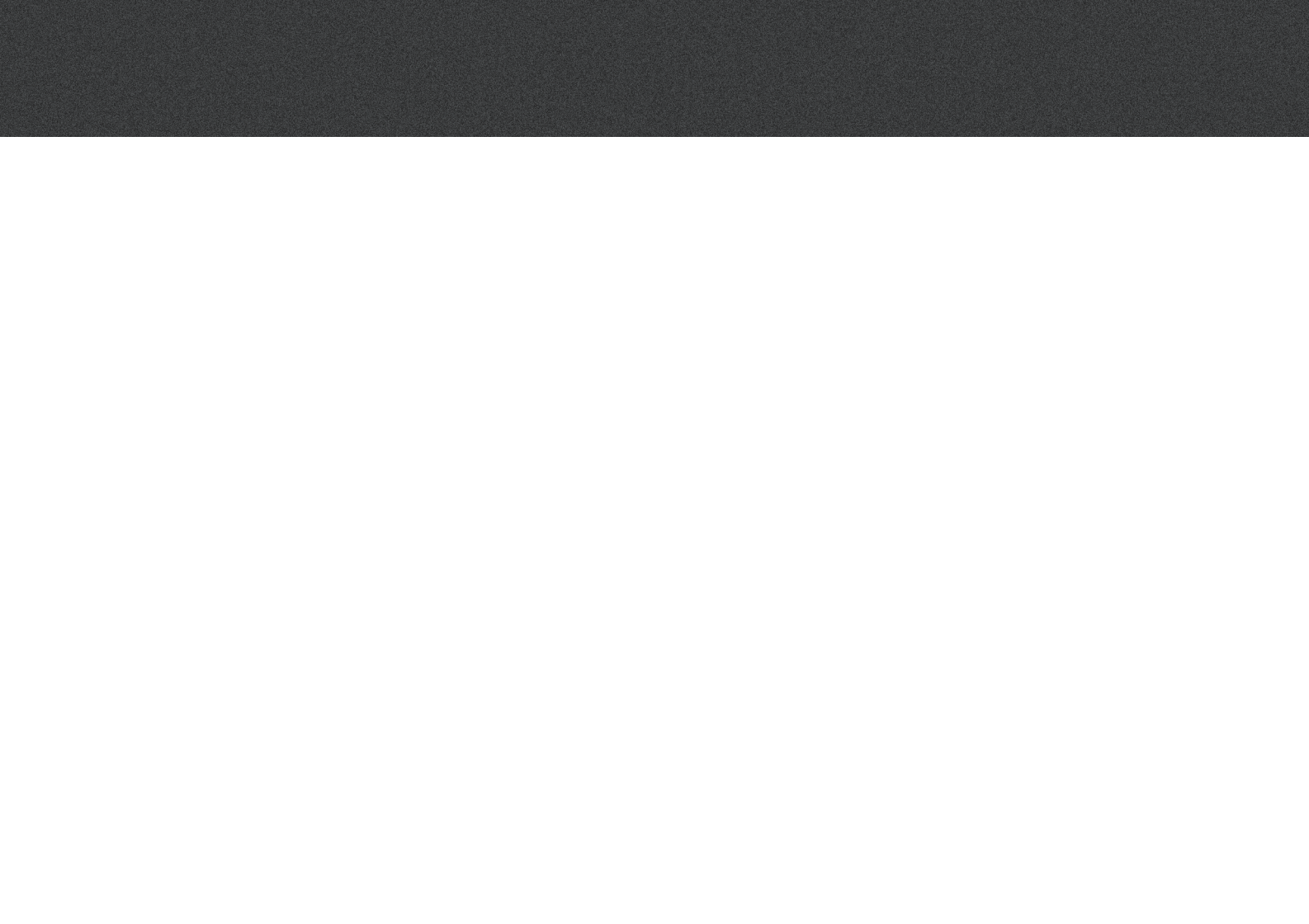
Swipe to the right from main app view to get access to battery level screen. This way, you can see if the batteries need to be replaced or recharged.



Apple Watch complication

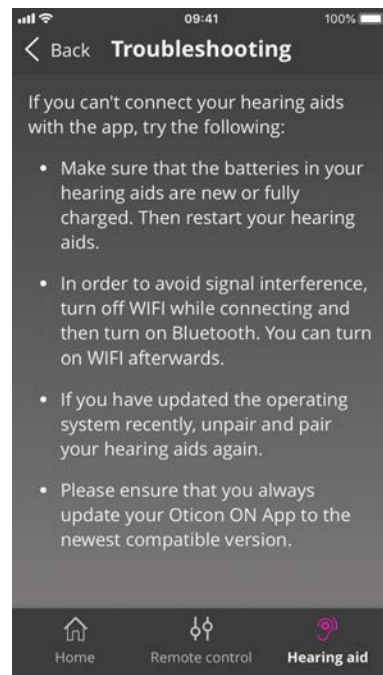
With the app it is possible to set up the Apple Watch complication (if complications are available on the selected watch face). It is an useful icon that serves as a shortcut, which you can place on the Watch face to quickly access the app (1).





Troubleshooting

If you need help with pairing and connection, tap on the question mark in the upper right corner of the screen. You can also select “Troubleshooting” in the “Hearing aid” menu (accessed from the home screen). If you still have difficulties, please contact your hearing care professional or visit www.oticon.com.



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.

User distraction

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.

Please refer to the hearing aids' Instructions for use for details on the functionality of your specific hearing aids.

Technical information







2019

Manufactured by:
Oticon A/S
Kongebakken 9
DK-2765 Smørum
Denmark
www.oticon.global

CE 0543

Description of symbols

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 Directives 90/385/EEC, 93/42/EEC and 98/79/EC.
	CE mark The device complies with Medical Device Directive 93/42/EEC. The four digit number indicates the identification of the notified body.
	Consult electronic instructions for use Indicates the need for the user to consult electronic instructions for use.

Notes

[illegible]

