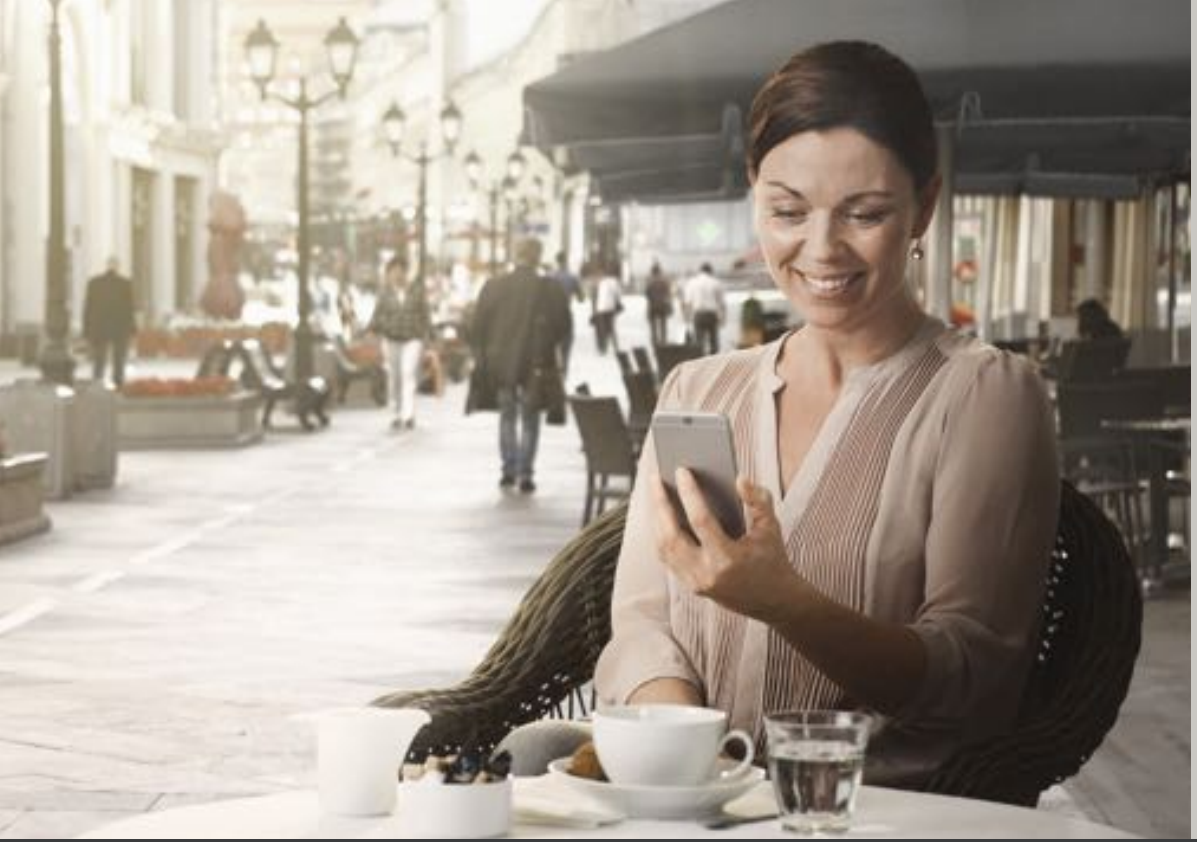


Oticon ON App
for Android and iOS

Download on the App Store

GET IT ON Google Play

Instructions for use

oticon
life-changing technology

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™.

This instructions for use are applicable for version 2.1.0 of the app or later.
Please ensure that you always update the app to the newest compatible version.

Before you can use the app on an Apple device, you must pair the device to your hearing aids.
With an Android device, the pairing to the hearing aids is done in the app itself.

If you need help pairing your device to your hearing aid, see the following website:
www.oticon.com/support

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.

Apple, the Apple logo, Apple Watch, iPhone, iPad, and iPod touch are trademarks of Apple Inc., registered in the U.S. and other countries. App Store is a service mark of Apple Inc.
Android, Google Play, and the Google Play logo are trademarks of Google LLC.

Intended use	The Oticon ON App 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.

Disclaimer for the app

Oticon does not take responsibility 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.

Table of contents

6 | System requirements
7 | Install the app
8 | Home screen
9 | Create account or log in
10 | Change volume and mute
11 | Change program
12 | TV sound and remote microphone
14 | Tinnitus SoundSupport
21 | OpenSound Booster
22 | Additional features
24 | Privacy policy
25 | HearingFitness
28 | Internet of Things / IFTTT
29 | Apple Watch
32 | Troubleshooting
33 | Warnings
34 | Technical information
35 | Description of symbols

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 to 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 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.

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 or log in

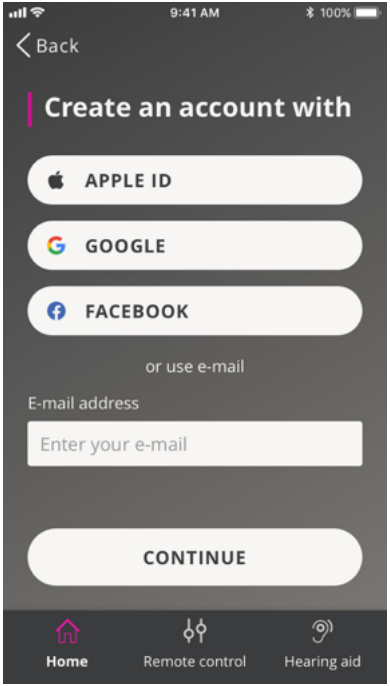
The first time you access HearingFitness or the Internet of Things / IFTTT service, you are prompted to create an account using Apple ID, Google or your Facebook account.

Ensure you follow the directions on the screen.

You can also create an account using your email address. If you already signed up to other Oticon registered services, you can re-use your login and password to log in to your account.

If you used your email address to log in or create an account, you must check your email, activate the account, and create a password.

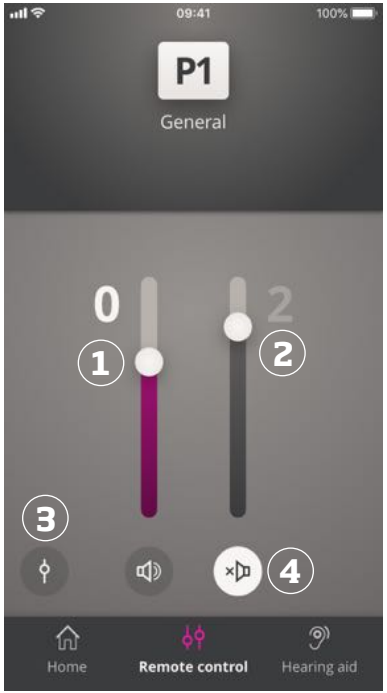
Be aware that you do not need to create an account to use other features within the app.



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.

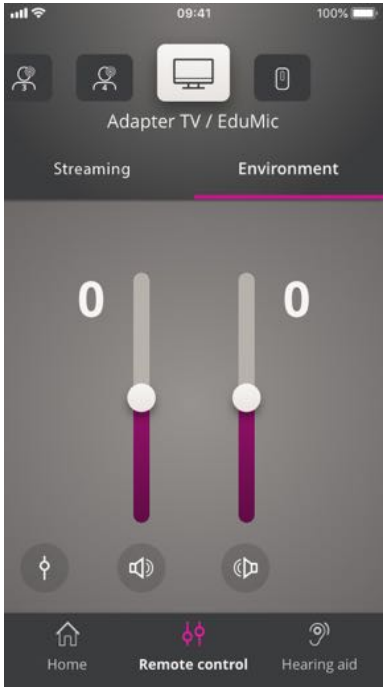
Tap the programs icon on top of the screen to access the programs. Swipe to the left to see the full list. Tap the icon of the program you wish to access. The background color of the icon of the selected program turns white. Selection of the program will result in changing the program also on the hearing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

If the hearing aids are paired to a TV Adapter, EduMic or with a ConnectClip, one or two more programs will be available on the list.

The number of Tinnitus Sound Support™ programs depend on the fitting of the hearing aid.

TV sound and remote microphone

If your hearing aids have been paired to a TV Adapter (or EduMic) and/or 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 to 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 to EduMic, the program will be used in order to let you control sound streamed from Oticon EduMic.

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”.

Multiple TV Adapters
If you have more than one TV and TV adapter, you can use the app to switch between streaming devices.

To switch between different TV adapters, ensure that in the **Program Selector**, you have selected the **TV Adapter / EduMic** program.

To change the sound source, tap the **Streaming** tab. If you have more than one device paired to your hearing aids, you can choose the streaming source by tapping the desired source.

The highlighted device is the device currently streaming. To change streaming device, tap the desired device.

You can also rename a device by tapping the icon. Ensure you enter a unique name of up to 20 characters and when you are finished tap **Save**.

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.

The target population is the adult population (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.

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 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.

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”.

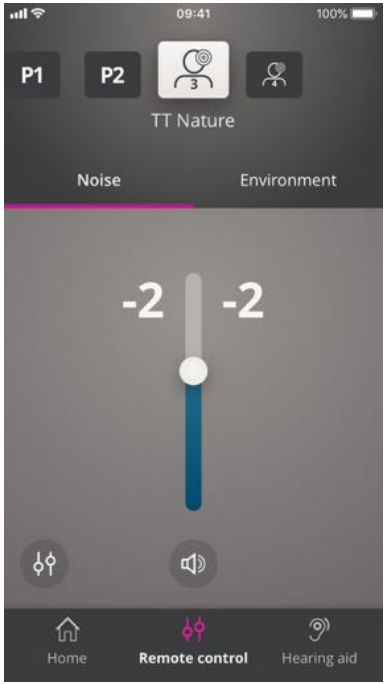
Adjust Tinnitus relief sound level

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. You can access advanced options by tapping the **More options** icon (1).

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.

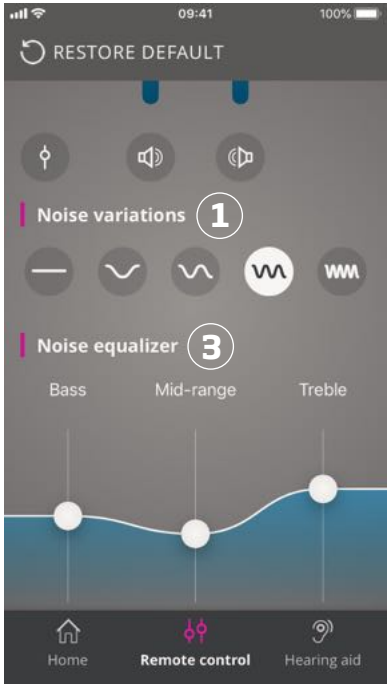
The availability of the advanced Tinnitus options depends on the fitting of the program conducted by the hearing care professional.

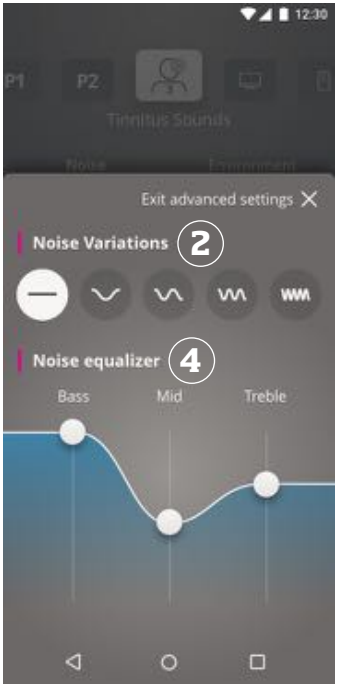
Noise variations and noise equalizer

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

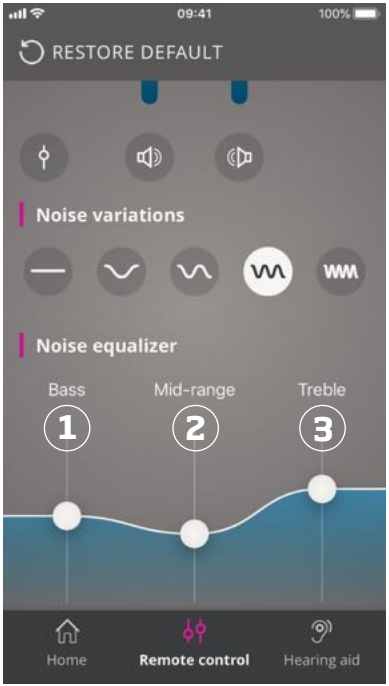
Noise equalizer:

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.

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.



The three bands can be modified along the decibel (loudness) scale by swiping on the sliders.

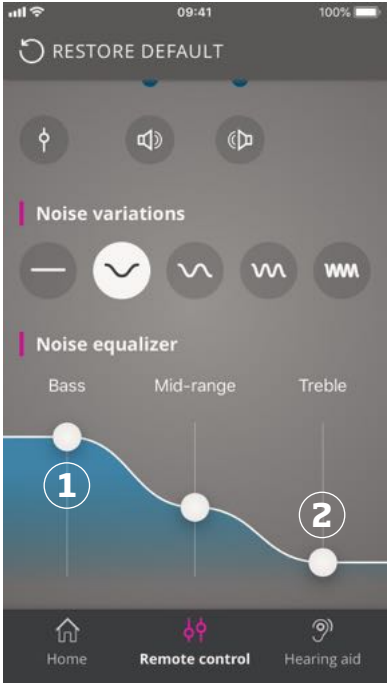
The initial state (set by the hearing care professional) for each band is 0 decibels (dB) (1). When you move a slider up or down on an equalizer, you are increasing or decreasing the loudness of that particular band.

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

Save individual preferences

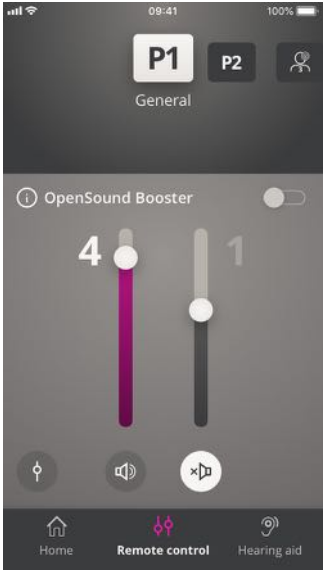
Each time you adjust your tinnitus relief sounds preferences the app will remember it and use it as your preferred settings. No additional action is needed as the app saves it automatically.

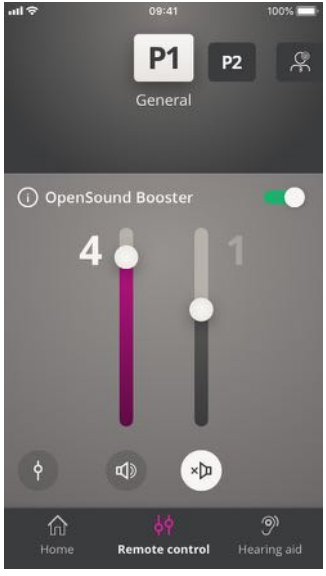
To forget the settings just press “Restore default”.



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 program, opening the battery drawer or reconnecting the hearing aids.

For rechargeable hearing aids, the OpenSoundBooster 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.

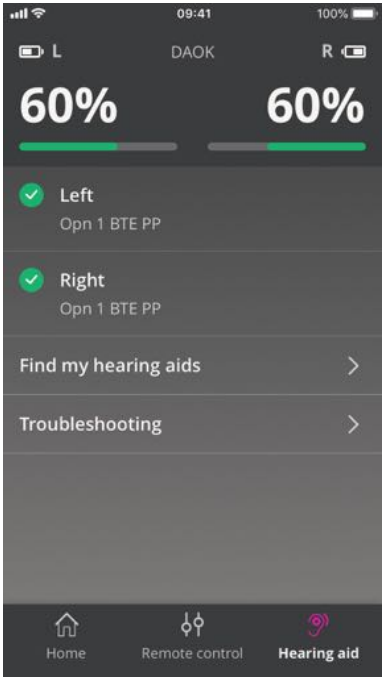
Additional features

Battery level

You can use the app to check the battery level of your hearing aids. This way, you can easily 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".



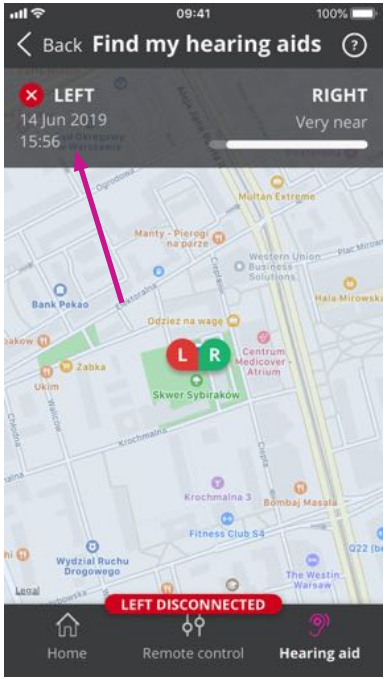
Find my hearing aids

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 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 or log in”).

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.

If you want to know more, please go to: www.oticon.com

HearingFitness

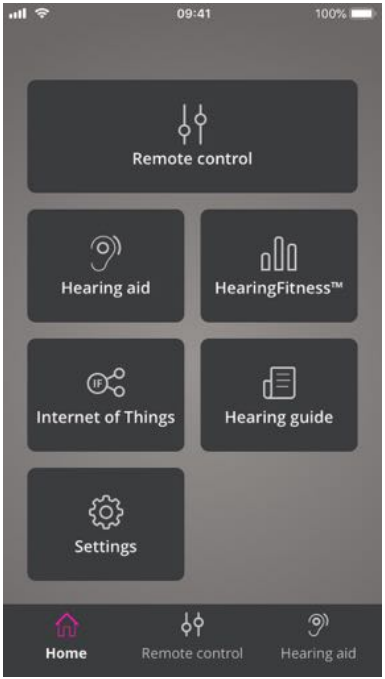
HearingFitness is a feature that enables you to set a personal listening goal, and to follow your daily use of your hearing aids towards that goal.

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

First time use

Select “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.



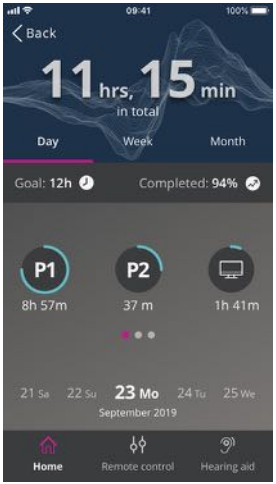
Tips:

- 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 keep it running in the background. In case the app is closed down it is not able to collect the HearingFitness data anymore.
- 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.

Set daily goal

With HearingFitness you can set a goal of hours during which 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 a month view you can see the average daily usage time in a given month. In a weekly view the data visible is from a given week.

Internet of Things / 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

Introduction

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

Be aware that 0 in the volume level indicator, 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 On App on your Apple Watch, you must first install the app on your iPhone, and ensure you pair your hearing aids to your iPhone.

System requirements

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

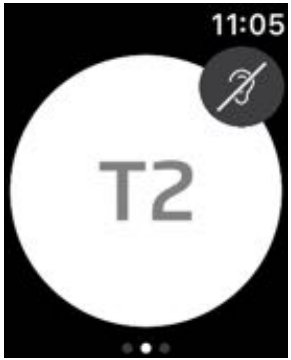
- Apple Watch Series 1-5
- watchOS 4 or later

To change volume on the Apple Watch

- In the main ON App screen, turn the Digital Crown in your Apple Watch.

To Mute / Unmute the hearing aids on the Apple Watch

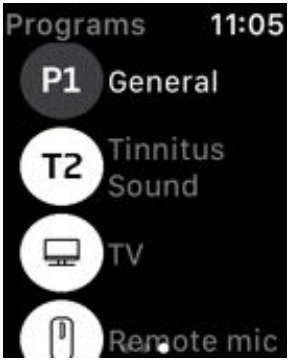
- Tap the volume level indicator.



To change program on the Apple Watch

1. In the main **ON App** 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 color of the icon showing the active program, turns grey.



To check battery level on the Apple Watch

- In the main **ON App** 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).

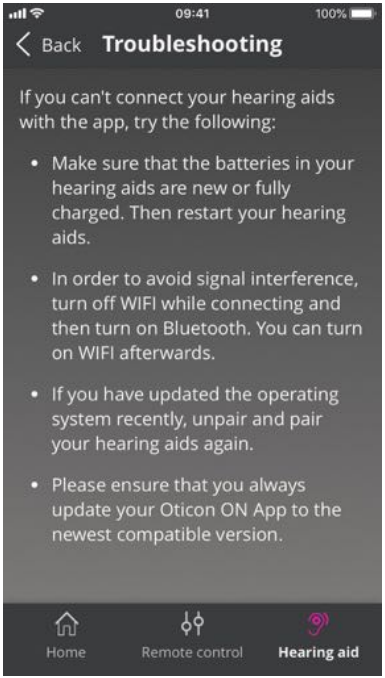
  This can be a useful icon that can serve as a shortcut, and be placed on the Apple Watch face (1).

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 read the FAQ section: www.oticon.com.



Warnings

For your personal safety and to ensure correct usage, you should familiarize yourself fully with the following general warnings before using your app. Consult your hearing care professional if you experience unexpected operations or serious incidents with your app during use or because of its use. Your hearing care professional will support you with issue handling and, if relevant, reporting to the manufacturer and/or the national authorities.

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.

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

Technical information

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

CE 0543

Description of symbols

Description of symbols and abbreviations used in this booklet and in the app	
	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 0543	**CE mark** The device complies with Medical Device Directive 93/42/EEC. The four digit number indicates the identification of the notified body.
GTIN	**Global Trade Item Number** A globally unique 14-digit number used to identify medical device products including medical device software. GTIN in this booklet is related to medical device firmware. GTIN on regulatory packaging label is related to medical device hardware.
	Consult electronic instructions for use Indicates the need for the user to consult electronic instructions for use.
MD	**Medical device** The device is a medical device.

220508US / 2020.03.31

www.oticon.com

oticon
life-changing **technology**