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On a Mac

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- Click layout
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Oticon companion app

An all-in-one solution



Karla Quinones, AuD, CCC-A
Education & Training Specialist, MidAtlantic Region

oticon
life-changing technology

Learner outcomes:

After this course, participants will be able to:

... list two options in the Oticon Companion app that allow users to personalize their hearing instruments

... identify the clinic setup and equipment needs to offer RemoteCare appointments

... explain the best practices for preparing a patient to participate in a RemoteCare appointment



Starting with the right foundation



What should a hearing solution provide?



Full and balanced
access to all sounds



Preserve the important
details in speech



Reduces the effort
involved in listening



Improve recall
of conversation

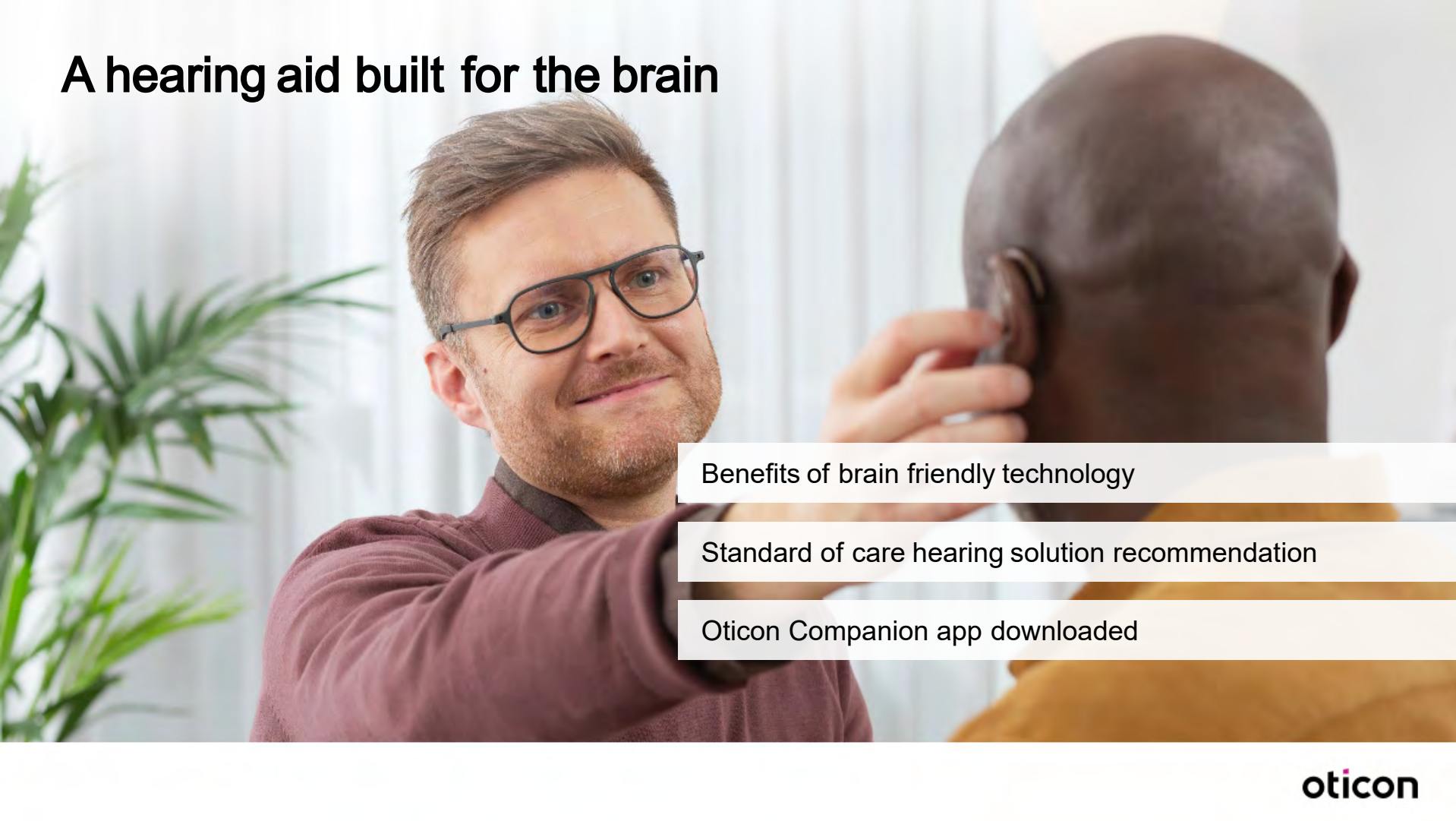


Help the ears work together
to identify where sound is
coming from



Takes personal listening
preferences into account

A hearing aid built for the brain

A man with short brown hair and glasses, wearing a maroon sweater, is adjusting a hearing aid on the ear of an older man with dark skin. The older man is seen from the back of his head. The background is a bright, indoor setting with a green plant on the left and white curtains in the background.

Benefits of brain friendly technology

Standard of care hearing solution recommendation

Oticon Companion app downloaded

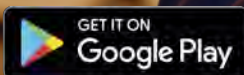
New Oticon Companion app

An all-in-one solution
empowering hearing
aid users

One-point of entry to a variety of options

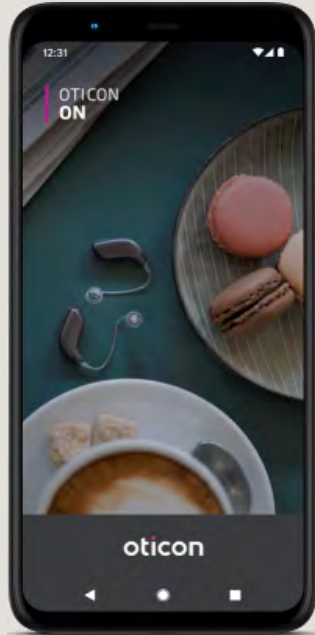
Empowerment through easy control and personalization

Convenient access to hearing care professionals

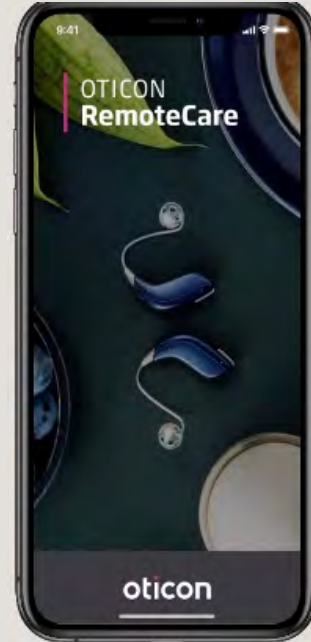


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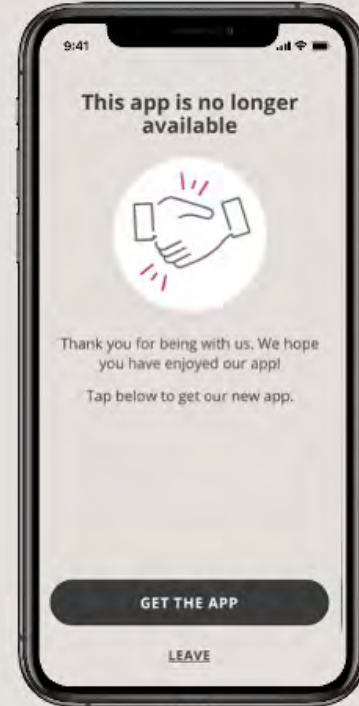
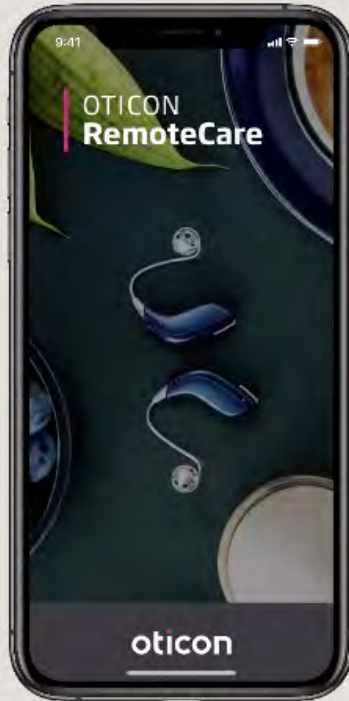
When two become one . . .

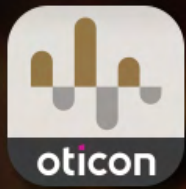


**Oticon
Companion**



Oticon RemoteCare app informed users





Oticon Companion app

Easy and discreet control of hearing aids

Volume adjustment

Change program

Streaming equalizer

SpeechBooster

Tinnitus sound adjustment

Troubleshooting

Important news

“Find my hearing aids”

Access to RemoteCare

Battery level indication

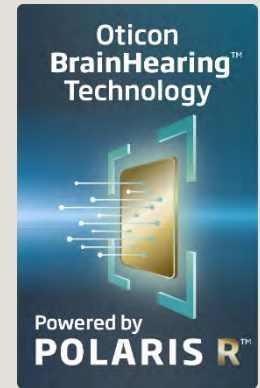
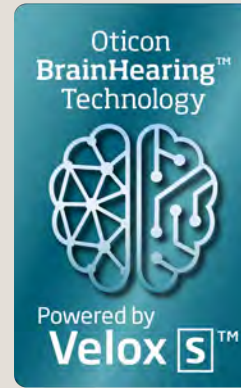
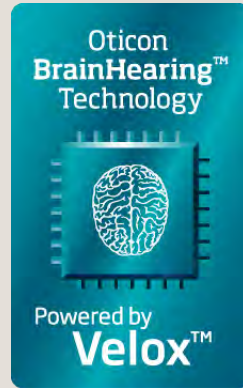
Oticon Companion vs Oticon ON

Feature	Oticon Companion	Oticon ON
SpeechBooster	Yes	No
Tinnitus SoundSupport	Basic	Advanced
RemoteCare	Yes	No
HearingFitness	No	Yes
Battery information	Yes	Yes
Important news	Yes	No
Connectivity troubleshooting	Yes	No
Contextual help	Yes	No
Internet of Things	No	Yes
Hearing Guide	No	Yes

Getting started with Oticon Companion app



Compatible hearing aids



* Oticon Opn devices require firmware 6.0 or later

** Streaming equalizer not available for Velox platform products

System requirements



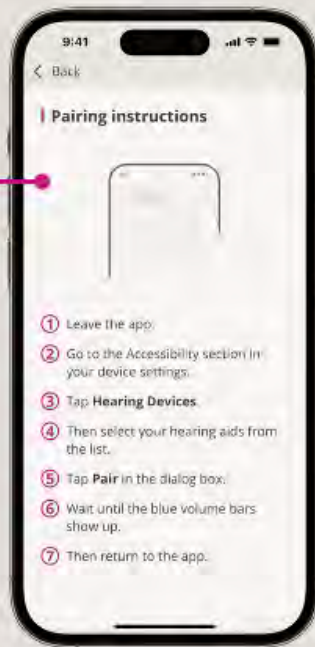
iOS15.0 or later



Android OS8.0 or later

Pairing the hearing aids

Pair
through
device
settings



iOS

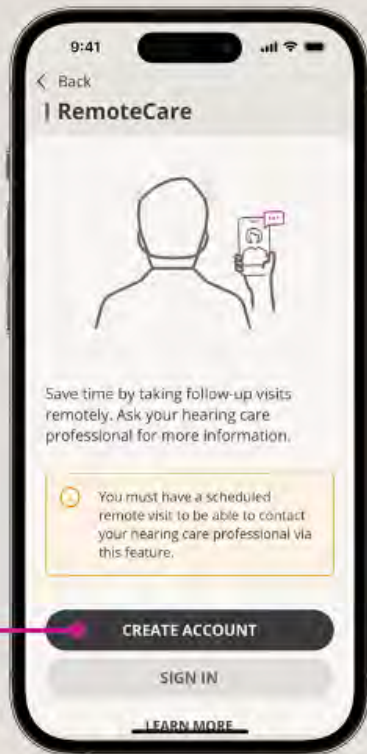


Pair
through
the app

Android

Creating an account

Tap
CREATE
ACCOUNT



Follow the guidance in the app

Enter the email address

Verify the email address

Create a password

Return to the app and sign in



**Empowering
control &
personalization**

Changing the volume

Increasing, decreasing and muting

Start-up
volume

Slider
button



Mute



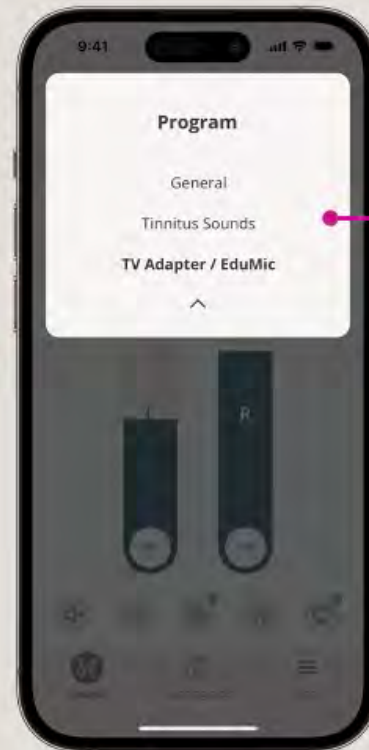
Changing the program

Tap
down
arrow

Tap
sound



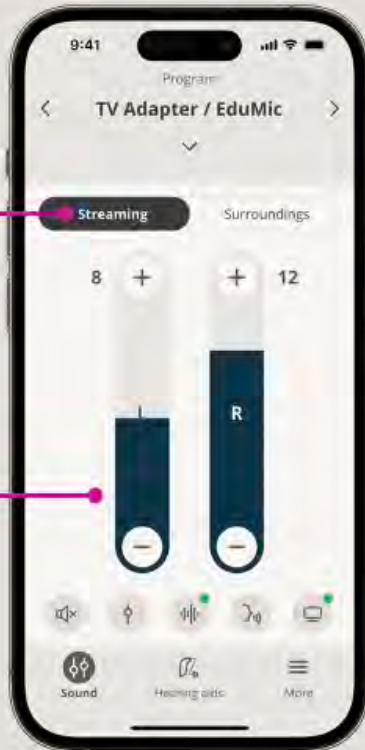
Tap to
select



TV Adapter/EduMic

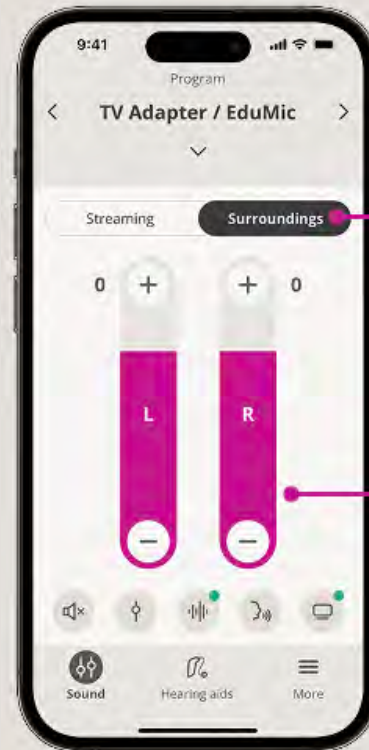
Tap the
Streaming
tab

Move the
slider

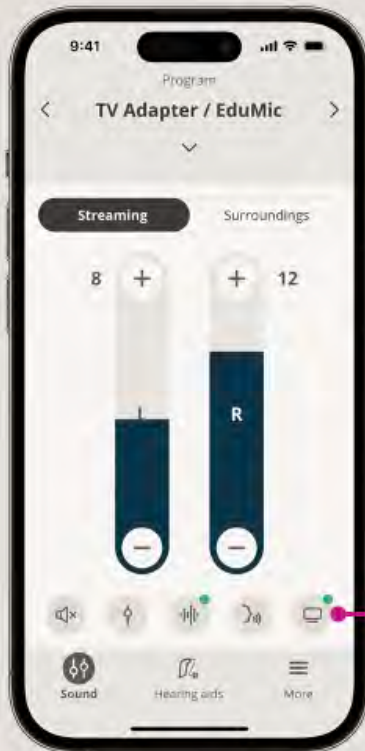


Tap the
Surroundings
tab

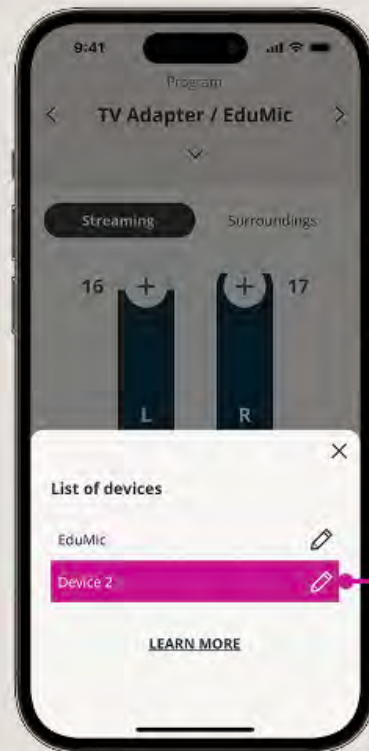
Move the
slider



TV Adapter/EduMic

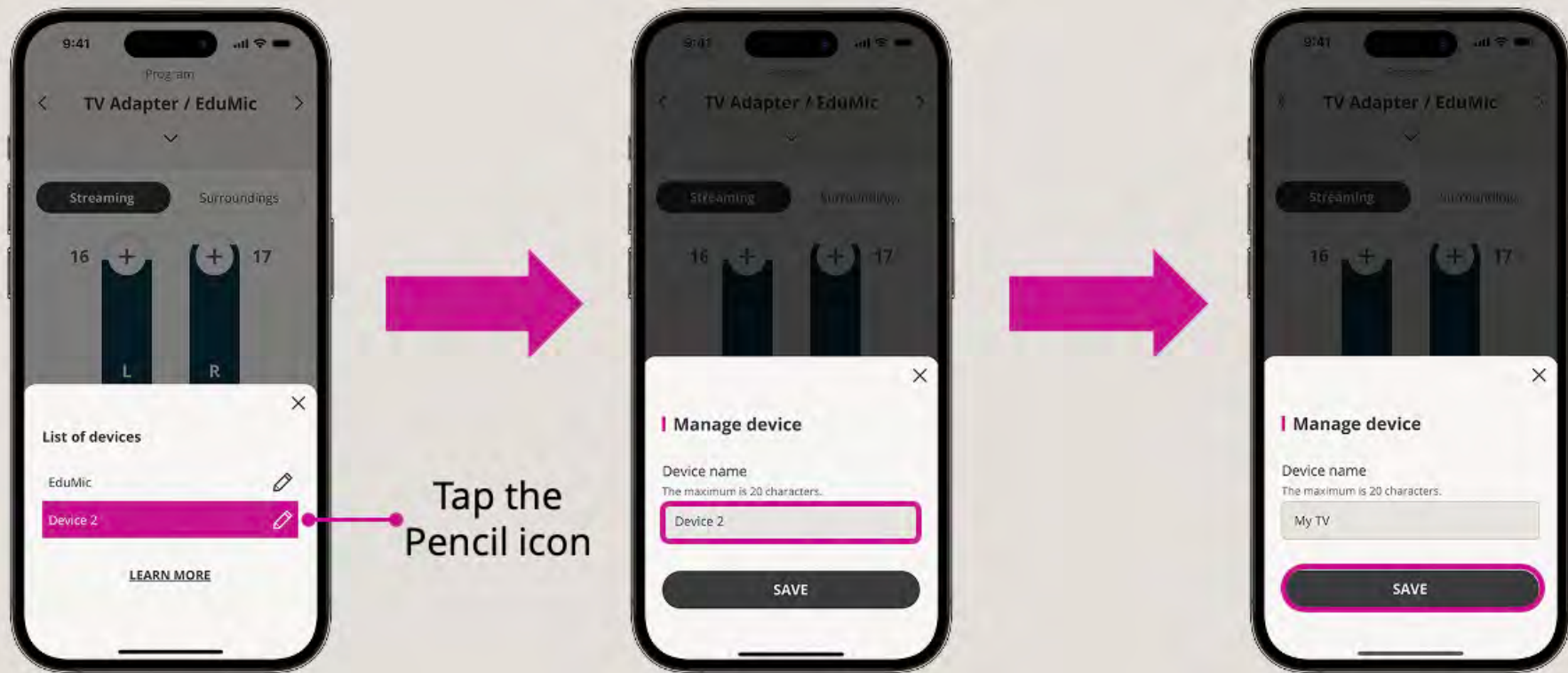


Tap the
Devices
button



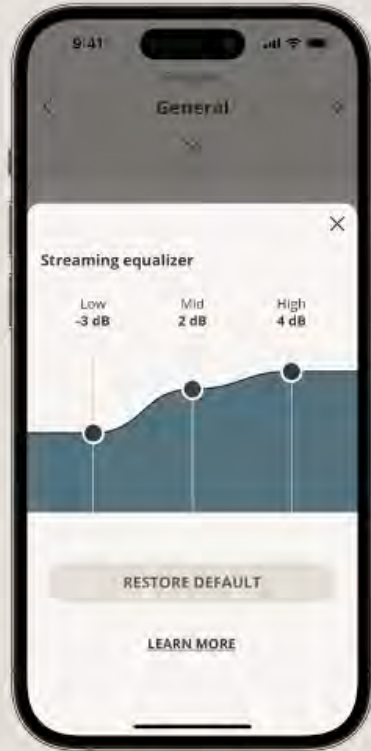
Tap the
desired
streaming
source

TV Adapter/EduMic



Streaming equalizer

When can it be used?



Streamed phone calls

Input from Remote microphone for iOS

Audio streamed from other apps

Audio streamed from Oticon connectivity devices

Streaming equalizer

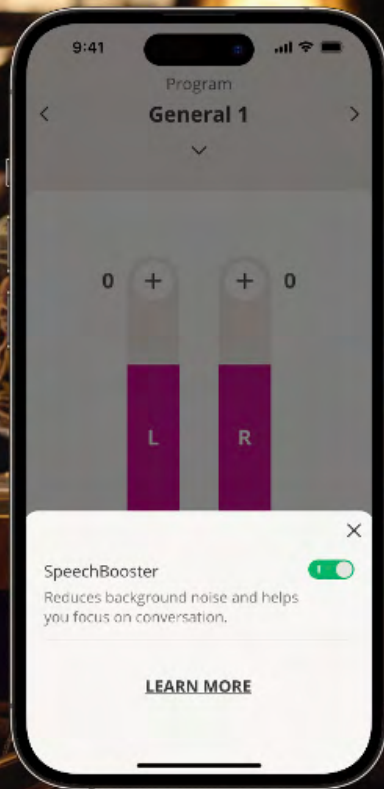
How does it work?



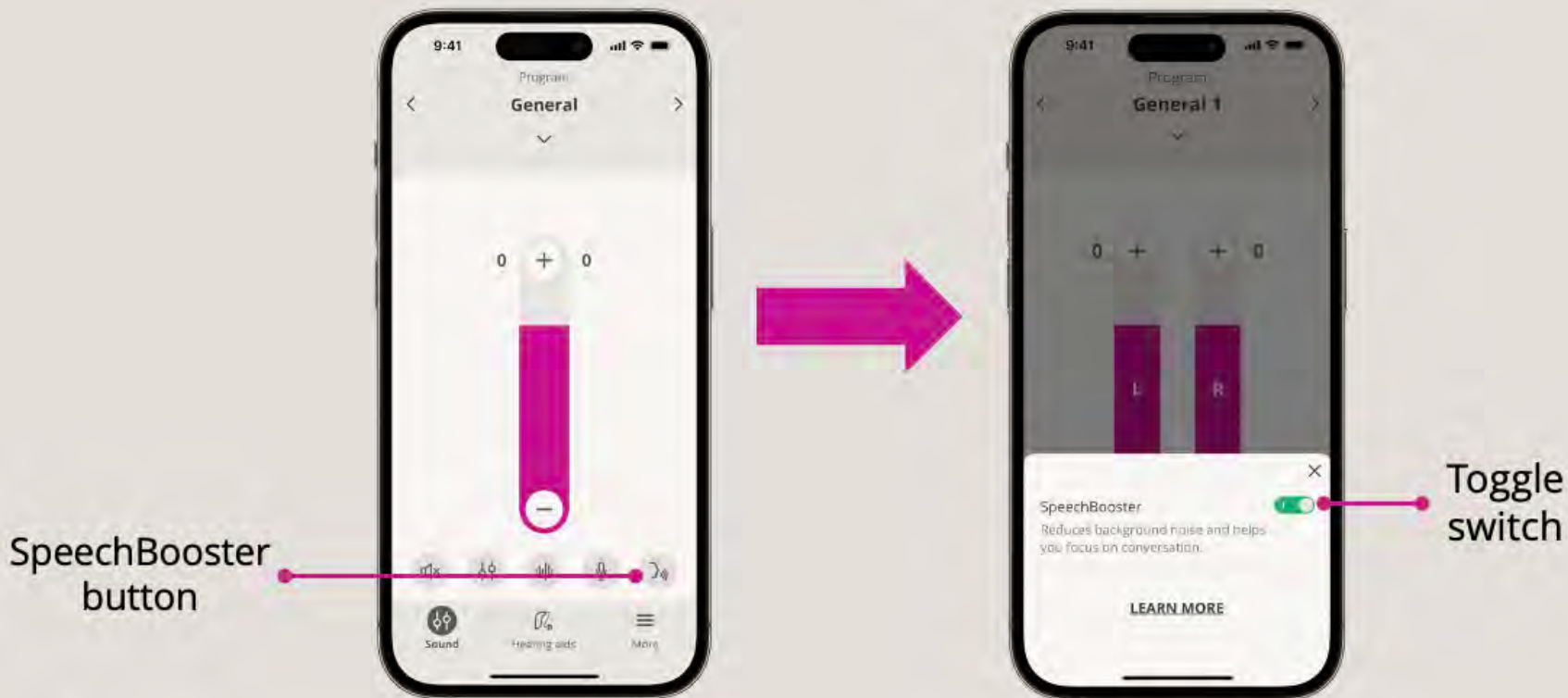
SpeechBooster

Helping users in more
complex listening
environments

Provides **extra help in moderate to complex listening environments** by reducing noise



SpeechBooster



Booster functions in Oticon Companion app

SpeechBooster

Oticon Real



MoreSound Booster

Oticon More
Oticon Own
Oticon Play PX



OpenSound Booster

Oticon Opn S
Oticon Opn Play
Oticon Xceed
Oticon Xceed Play



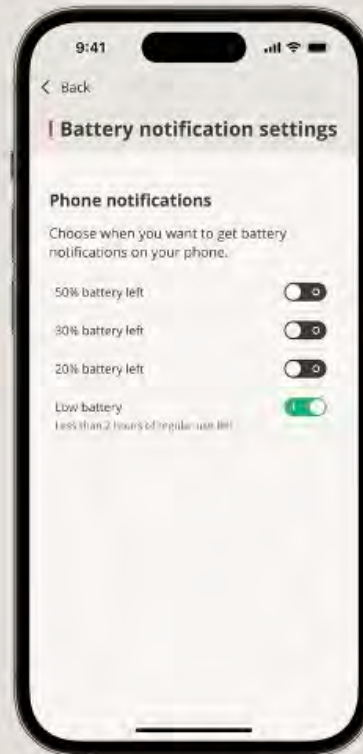
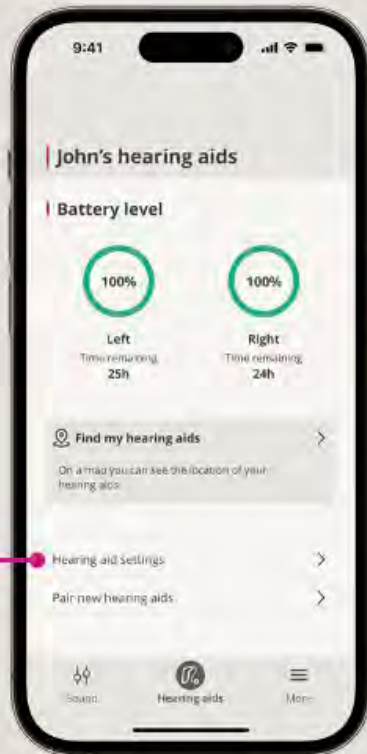
Battery information



** Time remaining is only shown for Polaris/Polaris R rechargeable styles*

Battery notification settings

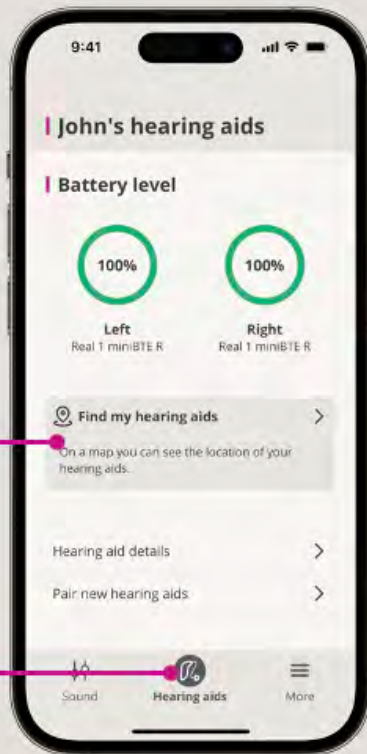
Tap
Hearing aid
settings



Find my hearing aid

Tap
Find my
hearing aids

Tap
Hearing
aids

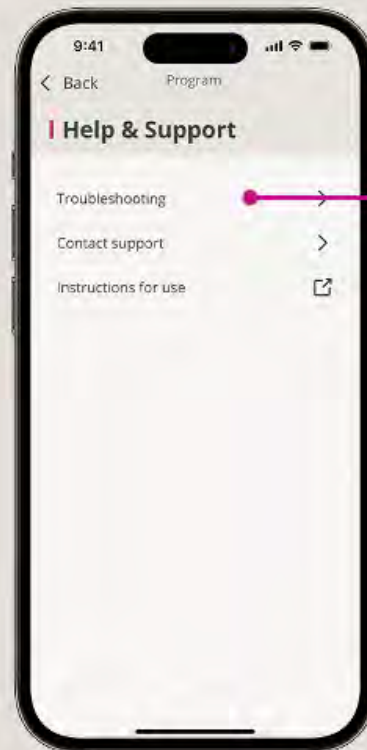
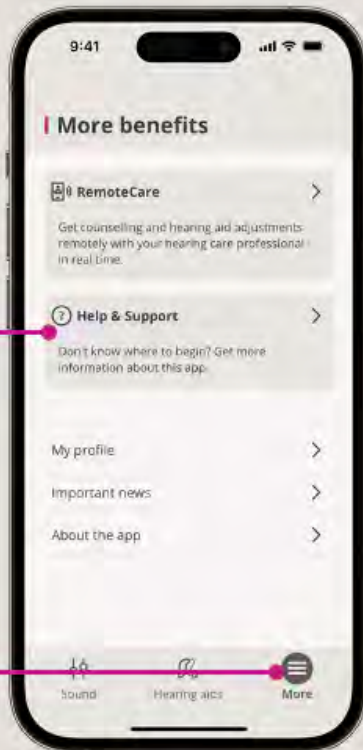


Location is
displayed

Troubleshooting

Tap Help
&
Support

Tap
More



Tap
Trouble-
shooting

Companion app on Apple Watch

Convenient and discreet
adjustment of hearing aids

Flexibility and ease of use



Connection between hearing aids & Apple Watch

iPhone is the link between the devices



Oticon Companion app for Apple Watch

Offering a range of functionalities

Volume adjustment including mute/un-mute

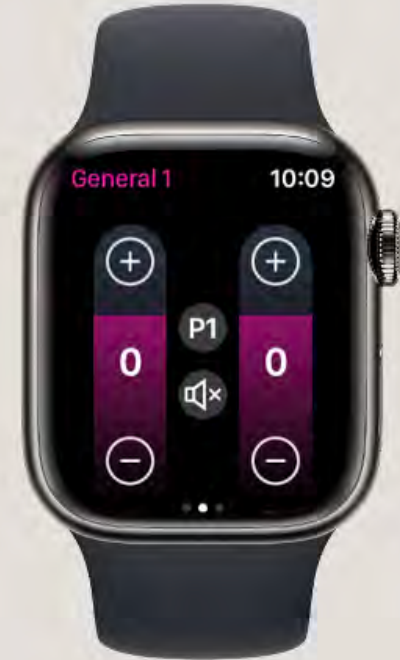
Tinnitus sound adjustment

Program change

SpeechBooster activation/deactivation Battery

level status in %

Remote microphone deactivation



A close-up photograph showing a man with short brown hair and black-rimmed glasses smiling as he adjusts a small, clear hearing aid on the ear of a Black man. The Black man is seen from the back of his head and is wearing a tan corduroy shirt. The background is a bright, out-of-focus indoor space with a green plant on the left and a white wall with a light switch on the right.

RemoteCare

User benefits

Convenient access

Help users beyond
the constraints of
distance and mobility

Provide in-situational help
where clients need it the
most

**Improve client
satisfaction** with
treatment



Gladden, Beck & Chandler, 2005

Professional benefits

A complementary service offering

Patient-centered care in a flexible manner

An extra layer of care and service

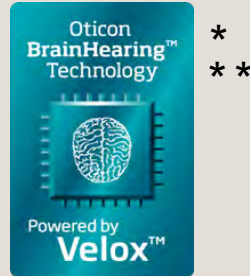
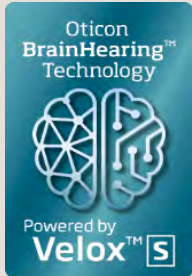
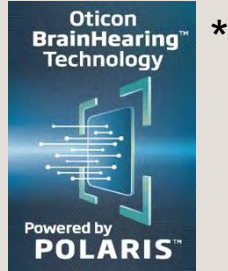
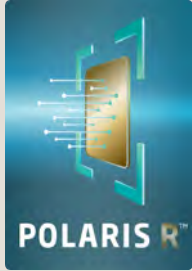
Hearing care in the user's own environment

RemoteCare

A secure e-health solution



Compatible instruments

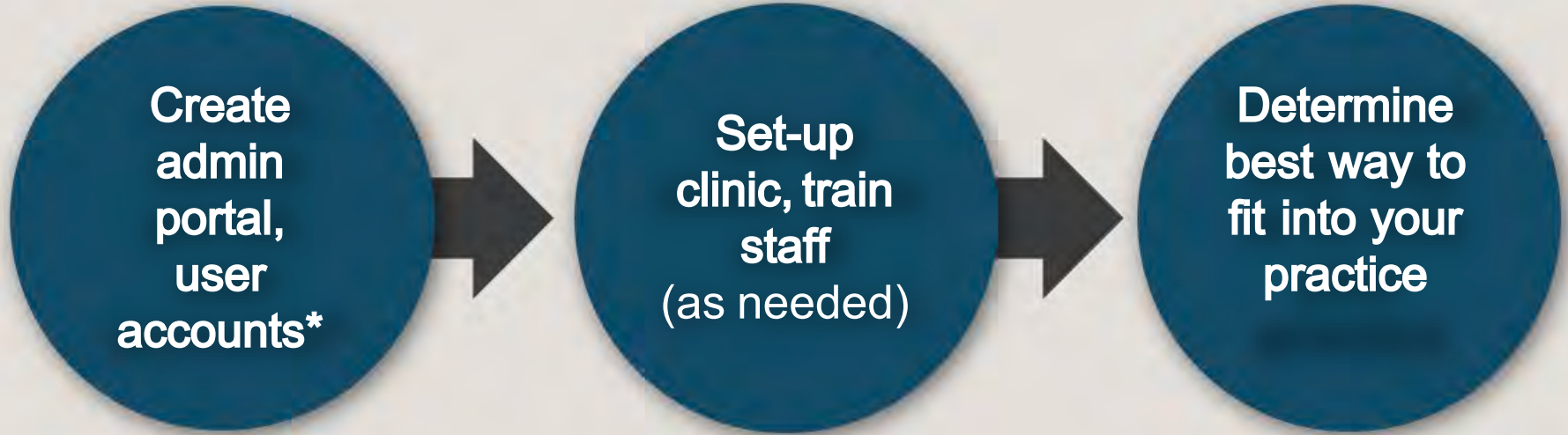


* Custom devices must have Bluetooth 2.4 GHz option

** Open products must have firmware 6.0 or later



Getting started in the clinic



*Detailed information on this process is available from your local Oticon representative

Determine best way to fit into your practice

- Where does it best fit in the clinic flow?
- Considerations for business model
 - How to offer
 - Billing options
 - Professional staff opportunities
 - After hours service
 - Block scheduling



Clinical requirements

Hardware



Microphone and
speakers or
headset



PC camera or
webcam

Other system requirements



Internet with
minimum
speed 1/1
Mbps/s



Secure e-mail
account

Designed to be easy, intuitive, and efficient

Technical criteria

What is required from the user?

**Compatible
hearing aids**

**Active and
accessible email**

**Basic mobile
device skills**

**Min. 1/1 Mbit/sec
Wi-Fi/data**

**Compatible
device**

Expectation Management

Some limitations to remember

- Intended only for follow-up appointments
- Providers are responsible for confirming local compliance
- Support available for RemoteCare & aids, but not supporting elements (e.g., smartphones, webcams)
- Reminders or calendar services not integrated
- Some features have been disabled



Disabled features in Oticon RemoteCare

General features:

- Feedback Analyzer
- REM
- REM Autofit
- Tinnitus SoundSupport
- SoundStudio

Tools menu:

- Technical Measurements
- Firmware updating:
 - Instrument Updater
 - Accessories Updater

End menu:

- Tinnitus Volume Control

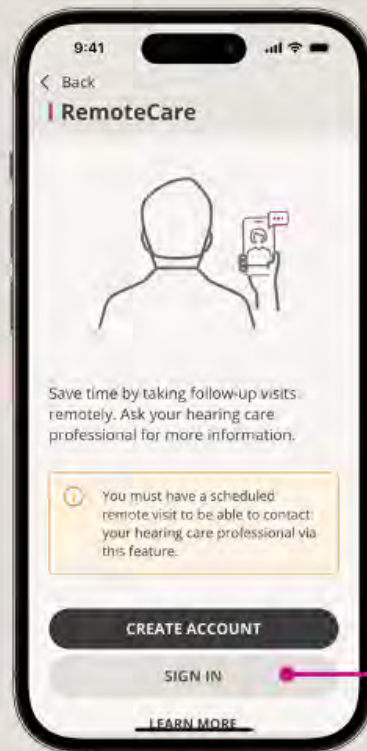
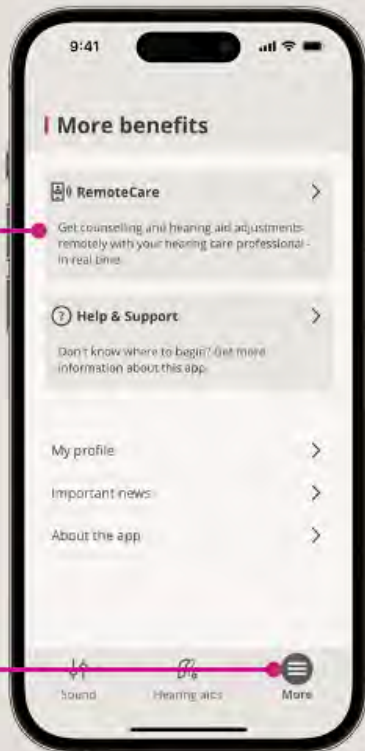


Who is a candidate for RemoteCare?

Signing into a RemoteCare session

Tap
RemoteCare

Tap
More



Tap
SIGN IN

Best practices for setting up your patient

**App sign-up/
configuration**

**Save login details for
easy access**

**Provide information on
support resources**

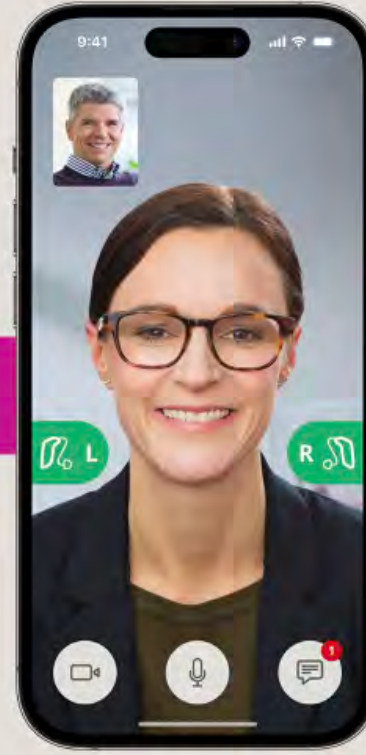
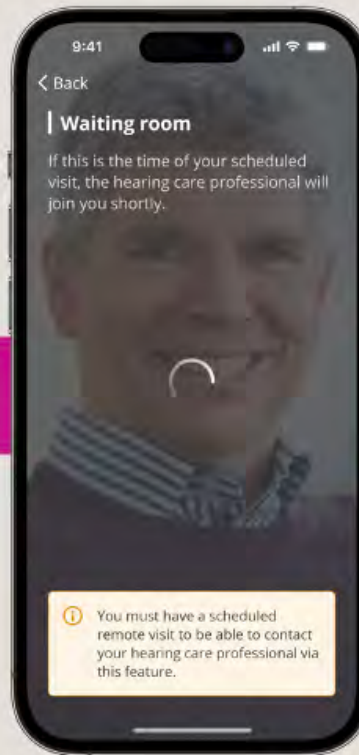
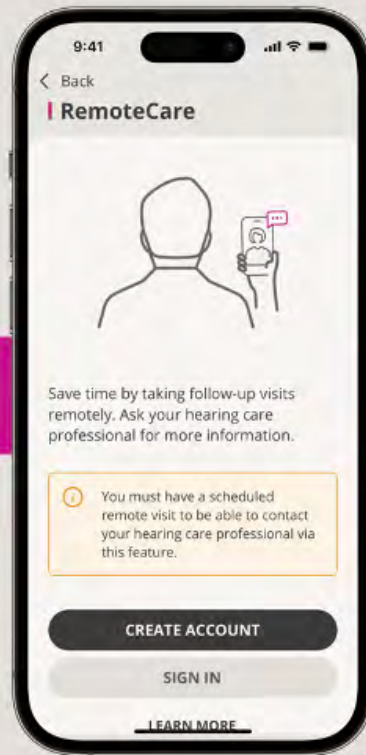
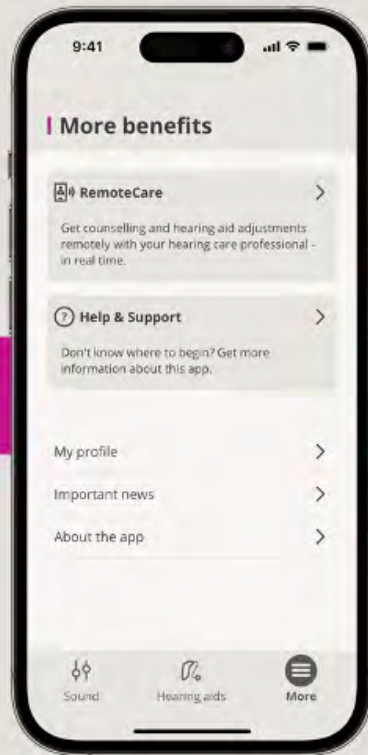
Prepare your patient

- Find a quiet and comfortable place to sit
- Fully charged device & Bluetooth enabled
- Hearing aids charged or new batteries and paired
- Stable internet connection
- Turn OFF any type of battery -saving mode
- Terminate other apps to avoid disturbances

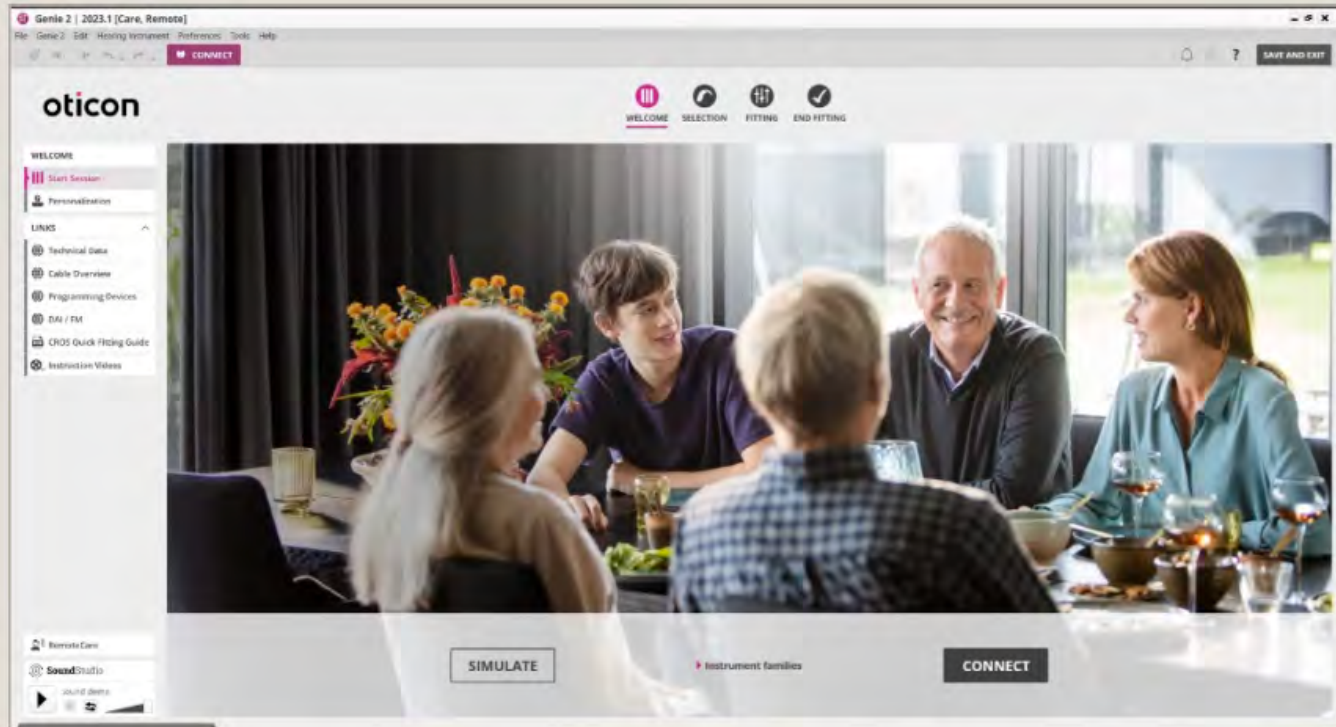


Beginning the visit

RemoteCare



Starting a RemoteCare session



During the visit, users should not

- Place their hearing aids more than 3 meters away from their device
- Turn OFF their hearing aids
- Turn OFF Bluetooth on their device
- Enable Flight mode on their hearing aids and their device
- Turn OFF their device
- Switch between Wi-Fi and data plan
- Terminate or switch to another app
- Enable any kind of battery-saving mode

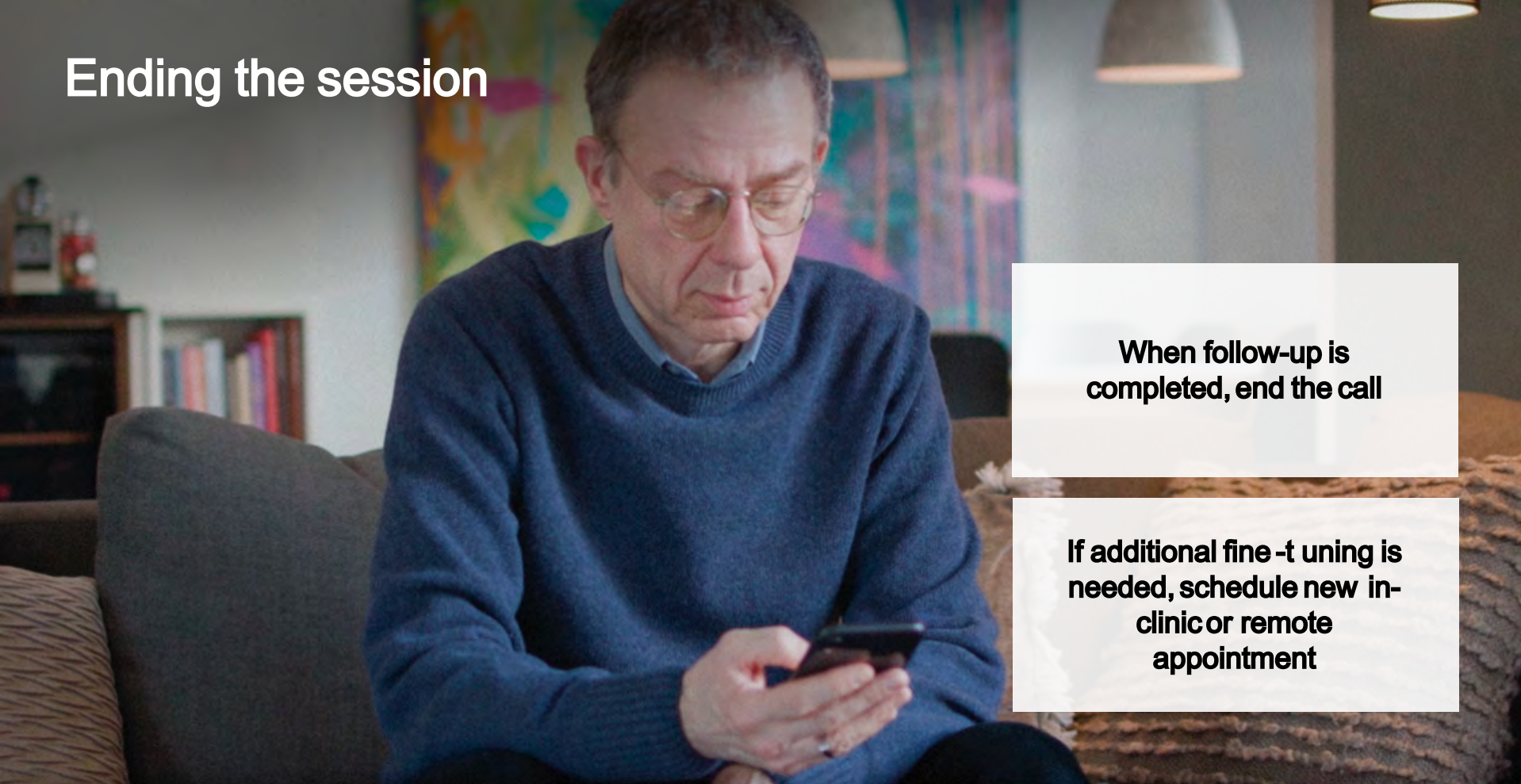


Best practices for providers

- Check your computer camera, microphone, and speakers
- Using a headset with a microphone is recommended
- Position yourself so your patient can see your face and lips clearly
- Speak clearly and check in periodically with your patient
- Ensure your patient knows you will end the session



Ending the session

A middle-aged man with glasses and a blue sweater is sitting on a brown couch, looking down at a smartphone in his hands. The background is a living room with a colorful abstract painting on the wall and a bookshelf.

**When follow-up is
completed, end the call**

**If additional fine-tuning is
needed, schedule new in-
clinic or remote
appointment**

Another life changed



Oticon companion app

An all-in-one solution

