

Frequently asked questions

Migrating users from Oticon ON to Oticon Companion



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The Oticon ON app will soon no longer be available. The Oticon ON app is not compatible with iOS 17 - Apple's new operating system that is being rolled out from mid-September. This means your clients who are still using Oticon ON and update to iOS 17 will lose app functionality.

Please help ensure that your clients have continuous access to the latest features, improvements, and user experience by downloading the Oticon Companion app.

Oticon Companion is the new app platform for all the interactions that a user can have with their hearing aids via their smartphone. It comes with a new, intuitive user interface, and it is developed based on insights and feedback from user behaviour and interaction.

The Oticon Companion app gives you support, personalisation, control, and remote care all in one app. And we're constantly working to improve compatibility and the app experience.

For the best performance, please uninstall Oticon ON after downloading Oticon Companion.

Hearing Care Professional Q&As

Which Velox/Velox S hearing aids need a firmware upgrade to work with the Oticon Companion app?

Oticon Opn with firmware lower than 6.0 - meaning 5.0, 4.0, 3.0, 2.0 and 1.0 - will need to be firmware upgraded to be able to connect to Oticon Companion app. All other hearing aid families - Oticon Siya, Oticon Opn S, Oticon Ruby, Oticon Opn Play, Oticon Xceed, Oticon Xceed Play and Oticon Jet - works with the firmware they already have.

Please note that a firmware update of Oticon Opn can only be done via a cabled connection to the fitting software.

Why are certain features not available with all hearing aid families?

If you are unable to see certain features in your Oticon Companion app, that is because some functionality is only available for specific models and firmware versions. Please check the "Oticon Companion 1.2.2 vs hearing instrument families" table below to check which app features are available with which families.

When you upgrade from Oticon ON to Oticon Companion will you lose your fitting settings and programs?

Upgrading the app does not affect the fitting settings and programs, since they are stored in your hearing aid, not in the app.

If you are using Oticon ON on an Android device, how are you then affected?

The Apple launch of iOS 17 has speeded up the retirement of Oticon ON for iOS devices. If you are currently using an Android device on OS13 or older, you can still use Oticon ON. We still plan on retiring the Oticon ON app and migrating users by the end of October. In-app notifications will be communicated to users prompting them to migrate to the Oticon Companion app before the final retirement of Oticon ON.

User centric Q&As

The following Q&As have been prepared to help answer the questions from users reaching out to our Consumer Happiness Team.

Why is Oticon ON not there anymore? / What is the difference between Oticon ON and Oticon Companion?

Thank you for reaching out to us with your question about our recent app migration. We understand that changes like these can raise concerns. We are aware that you rely on the app to hear well, and learning to use a new app might be daunting. Our decision to create a new app results from technical requirements from Google and Apple.

The new app - Oticon Companion:

- is compatible with the newest phones
- we tried to make it look similar to Oticon ON, to hopefully make the transition easier for you
- it has new functionalities (previously for a remote visit with your audiologist, you had to install another app - RemoteCare. Now, remote visits are added to Oticon Companion)
- will have all our focus in the future.

The technology used in the Oticon ON served us well for 7 years but is no longer compatible with requirements from Google and Apple (Android 14, iOS 17). To continue to serve you, we decided to make a very similar, but slightly updated app which we call Companion. We tried to keep them alike, to hopefully make your transition less stressful, so you can still adjust volume and change programs on the main screen. You might have heard that we had one more app - Remote Care, which allowed you to run a remote appointment with your HCP and adjust programs or volume from home. We merged the functionality of two applications into the new Oticon Companion to avoid sending users to 2 different apps - one to control volume, another to meet the HCP.

Oticon Companion will be receiving new features and updates and will have our full focus. It is now a little slow, but we are already working on speeding it up. We are all aware that you rely on the app to hear well, and learning to use a new app might be daunting.

Why is there no HearingFitness in the new app for older hearing aid models?

We indeed do not offer HearingFitness for some models of hearing aids, because feedback from the market and our own investigations show that the reliability of data for HearingFitness in Oticon ON app for many users was too low. To increase data quality, HearingFitness is now only available for the latest hearing aids, which we modified in this area. We have confirmed that the data accuracy is much better. Additionally, our users indicated that they mostly used this in first months after getting new aids, to build new habits, so we focused on properly supporting newest aids. We recognise that it will be a setback for some users and for this we apologise. However, we have not been able to find a solution that works for the older hearing aids and provide the level of quality and accuracy we require.

When will advanced tinnitus settings come back, and do you have alternatives in the meantime?

We have not managed to move Tinnitus advanced settings and equalizer to Companion fast enough before iOS 17 arrived and we needed to retire ON app. But we know you rely on those adjustments to get relief, and we will be bringing it back in 2024. This is still many months to get by, so in the meantime, you can ask your Hearing Care Professional to add one more Program to your hearing aids with a different relief sound, and you can switch between them to get some variety.

We realise this is far from an ideal solution, and it requires effort on your side, and for that we apologise.

Why is my Apple Watch no longer compatible with the new app?

We brought additional functionalities on the Companion iWatch app, in response to our users' requests: muting, changing programs, volume, checking battery and using Speech Booster are now available. The technology used in the Companion app is currently supporting Apple Watch devices from version WatchOS 8 onwards. Therefore, only the compatible devices from Watch Series 3 or newer can run the application.

Is Oticon ON still on the market for Android phones?

- yes, you can download it and use it if you have Android 13 or older
- if you have recently upgraded your phone to Android 14, you can use it if you have installed it before the phone upgrade
- however, new users with an Android 14 phone will no longer be able to download the Oticon ON app from Google Play Store, but only the Oticon Companion app

Why do some older hearing instruments require a firmware upgrade to connect with the Oticon Companion app?

Your hearing aids can work with Oticon Companion, but they need to be updated at your clinic, since they are running on old firmware version which is no longer supported.

Please reach out to your audiologist and ask them to update the firmware of your hearing aids to the latest available version. Doing this should make you able to pair in the new app. We sincerely apologize for the inconvenience caused by this.

In the meantime, if you have an iPhone, you can quickly access basic controls from the Accessibility > Hearing Devices menu.

This menu can be accessed by pressing three times on the power button on the side of your iPhone (or press the 'Home' button at the bottom of your iPhone 3 times if your iPhone model has this). This menu will allow you to make volume adjustments and change programs. This can also be done from your phones lock screen.

Why is the new app slower than the old one?

Companion will be receiving new features and updates and will have our full focus. It is now indeed a little slow, but we are already working on speeding it up. We did not manage to complete that work before iOS 17 arrived and forced us to retire ON app. If you are a patient person, you can stick with Companion and wait for next updates which will improve its speed. Keeping the app open on your phone, sitting in the background alongside your other open apps, might decrease the waiting time compared to when it launches from scratch.

Alternatively, if you have an iPhone, you can quickly access basic controls from the Accessibility > Hearing Devices menu.

This menu can be accessed by pressing three times on the power button on the side of your iPhone (or press the 'Home' button at the bottom of your iPhone 3 times if your iPhone model has this). This menu will allow you to make volume adjustments and change programs. This can also be done from your phones lock screen.

Feature comparison: Oticon Companion 1.2.2 vs ON App

	Oticon Companion	Oticon ON
Change Volume, Program and mute	•	•
Battery information (+battery time left for Oticon More and Real)	•	•
TV Adapter, EduMic, and ConnectClip adjustments	•	•
Streaming Equalizer	•	•
Sound Equalizer (Oticon Real 1.1.0, 23.2 FW)	•	
Remote Microphone	•	•
Tinnitus program (no equalizer, will return)	•	•
Remember my volume (Oticon Real 1.1.0, 23.2 FW)	•	
Speech Booster (better version of Sound Booster)	•	•
Update center (minor firmware updates)	•	
Find my Hearing Aids	•	•
HearingFitness (only for Oticon Real aids in Companion)	•	•
Apple Watch (Companion allows Mute and Booster)	•	•
Contextual Help	•	
Connectivity Troubleshooting	•	
Remote Fitting	•	
Contact Consumer Happiness Team (EN speaking users)	•	

Oticon Companion 1.2.2 vs hearing instrument families

(features are available with the latest firmware version)

	Velox / Velox S	Polaris	Polaris R
Change Volume, Program and mute	•	•	•
Battery information (+battery time left for Oticon More and Real)	•	•	•
TV Adapter, EduMic and ConnectClip adjustments	•	•	•
Streaming Equalizer	•	•	•
Sound Equalizer			•
Remote Microphone	•	•	•
Tinnitus program	•	•	•
Remember my volume			•
Speech Booster (better version of Sound Booster)	•	•	•
Update center (minor firmware updates)			•
Find my Hearing Aids	•	•	•
HearingFitness			•
Apple Watch (Companion allows Mute and Booster)	•	•	•
Contextual Help	•	•	•
Connectivity Troubleshooting	•	•	•
Remote Fitting	•	•	•
Contact Consumer Happiness Team (EN speaking users)	•	•	•

