

Instructions for use

Oticon Companion

The **Oticon Companion App** is designed for easy control of your hearing aids settings. The app also allows for remote communication between you and your audiologist. Please discuss this option with your clinic.

How to install the app

On Apple devices (iOS)

1. Go to App store and search 'Oticon Companion'
2. Tap 'GET' then 'INSTALL'
3. If prompted, sign into the App store to complete installation

On Android

1. Go to Google Play Store and search search 'Oticon Companion'
2. Tap 'INSTALL'



Change volume and mute

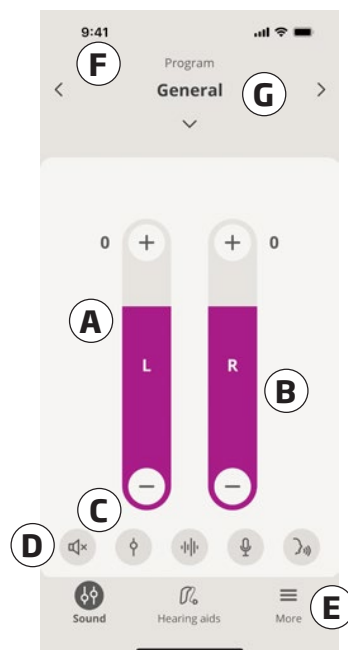
You can change the volume in both hearing aids at the same time or in each hearing aid independently.

Changing the volume only applies to the selected program.

To access volume and mute controls

- On the tab bar, tap **Sound**.

- A. Volume level indicator. The value **0** is the start-up volume as prescribed and set by your hearing care professional.
- B. To increase or decrease the volume, move the slider(s) up or down or press the +/- buttons.
- C. To switch between volume control in one or both hearing aids, tap the slider button ϕ .
- D. To mute or unmute the hearing aid microphones, tap the mute button.
- E. Tab bar
- F. Navigation bar
- G. Program selector



Change program

A program is a preset sound adjustment for your hearing aids. Each program is optimised for specific sound environments or remote sound sources.

Volume is adjusted independently for each program.

To change programs

1. On the tab bar, tap **Sound**.
2. On the navigation bar, in the program selector, tap the down arrow to see your available programs.
3. Tap the desired program to select it.

You can also toggle between your available programs by tapping the right and left arrows in the navigation bar.

Your hearing care professional can define up to four different listening programs at your fitting session.

Additional programs for TV Adapter, ConnectClip, EduMic and/or Tinnitus SoundSupport™ may also be available.

Ready to use the Oticon Companion App?

These handy video guides on our website will help you access and use all of Oticon Companion features.

<https://www.oticon.co.uk> and search 'Oticon Companion'

Accessories and your app

If your hearing aids have been paired with one or more devices (TV Adapter, EduMic and/or ConnectClip), corresponding programs are available in the program selector.

TV Adapter/EduMic

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

If your hearing aids are paired with EduMic you can use the app to control the sound streamed from the device to your hearing aids.

ConnectClip

With your ConnectClip you can make hands-free phone calls and stream sound from any Bluetooth device to your hearing aids. Your ConnectClip also functions as a remote microphone.

To adjust the volume of sound streamed from your paired device


1. On the tab bar, tap **Sound**.
2. On the navigation bar, in the program selector, tap the down arrow, then tap **TV Adapter/EduMic** or **ConnectClip**.
3. On the navigation bar, tap the **Streaming** tab.
4. Move the slider(s) up or down.

To adjust the volume of ambient environmental sounds picked up by your hearing aids

1. On the navigation bar, tap the **Surroundings** tab.
2. Move the slider(s) up or down.

To switch between streaming sources

If you have more than one TV and a compatible device (TV Adapter/EduMic) paired to your hearing aids, you can use the app to switch between streaming sources.

1. On the tab bar, tap **Sound**.
2. On the navigation bar, in the program selector, tap the down arrow, then tap **TV Adapter/EduMic**.
3. On the bottom, above the tab bar, tap the **Devices** button . The highlighted device is the one currently streaming.
4. From the list, tap the desired streaming source.

To rename a connected device

1. On the bottom, above the tab bar, tap the **Devices** button.
2. Tap the pencil icon for the device you want to rename.
3. In the text box enter the desired name.
4. Click **Save**.


Remote microphone

This functionality lets you use your iPhone or iPad as a remote microphone.

For example, you can place your iPhone near a person speaking across a room and the sound is streamed to your hearing aids.

Remote microphone is not available on Tinnitus, ConnectClip or TV Adapter/EduMic programs.

To activate or deactivate the remote microphone

1. On the tab bar, tap **Sound**.
2. In the program selector, tap the down arrow and select one of the general programs.
3. On the bottom, on the right-hand side, tap the microphone button , then toggle the switch.

Note

The remote microphone functionality is currently only available for Apple devices.

Troubleshooting

This instruction for use document contains detailed guidance on the use of the app. If you experience unexpected behavior when using the app or have additional questions not covered by this document, you should consult the Troubleshooting section within the app.

To access the Troubleshooting section

1. On the tab bar, tap **More**
2. In the **More benefits** screen, near the middle, tap **Help & Support**.
3. In the **Help & Support** screen, at the top, tap **Troubleshooting**.

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