

# Oticon OPN for iPhone

## Install the App

1. Go to the App store and search for “Oticon On”
2. Tap “Get” and then “Install”
3. If prompted, sign in to the App Store to complete the installation



## Pair and Connect

1. Start with a new battery in your hearing devices before pairing. If the battery is weak, it can affect how your Bluetooth performs with your iPhone.
2. Go to the “Settings” menu on your phone and ensure that Bluetooth is turned on.
3. Tap “Accessibility” and select “Hearing Devices.”
4. Place the hearing aids close to your device and turn them off then back on.
5. Select the hearing aids on the screen when the phone has detected them.
6. Confirm the Bluetooth pairing request for each hearing aid.
7. Once paired, launch the App to establish the connection. Make sure the Bluetooth is still turned on.
8. Tap on “Continue” and you can start using the app.

## Using the Oticon On App

1. Home Screen -You can access all features of the app from the home screen.
  - a. Remote Control: gives you access to programs and volume control
  - b. Hearing Aid: check the battery level and find the hearing aids if lost
  - c. Hearing Guide: gives access to various guides

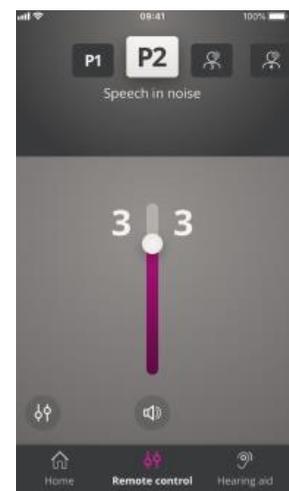


- d. Settings: adjust the app to your preferences
2. Change Volume and Mute
  - a. Select “Remote Control” from the home screen to access volume control.
  - b. Volume Level Indicator: “0” is the start-up volume as prescribed by your hearing care provider.
  - c. Slide up or down to increase or decrease the volume.
  - d. Switch between volume control in both aids or in each hearing aid independently.
  - e. Tap to mute or unmute the microphones.



### 3. Change Program

- a. Select “Remote Control” from the home screen to access the programs.
- b. You can have up to four different listening programs – these are defined by your hearing care provider during the fitting session.
- c. Tap the programs icon on the top of the screen to access the programs. Swipe left to see the full list and tap the icon of the program you wish to access.
- d. If the hearing aids are paired with a TV Adapter and/or a ConnectClip, one or two more programs will be available in the list.



### 4. TV Sound and Remote Microphone

- a. If the aids are paired with a TV Adapter, you can control sound streamed from your TV to your aids.
- b. Select “Streaming” to adjust the volume of the sound from your TV. To adjust the volume of the external sound picked up by the aids, select “Environment.”
- c. If the aids are paired with a ConnectClip, select “Mic Sound” to adjust the volume. You can adjust the volume of the environment for the ConnectClip as well.



5. Tinnitus SoundSupport – intended to provide temporary relief from tinnitus and is programmed by your hearing care provider during fitting.
  - a. Select “Remote Control” and swipe through the list of programs to select the tinnitus program.
  - b. Select “Noise” to adjust the volume of the tinnitus sounds by swiping up or down on the sliders.
  - c. To adjust the volume of external sound picked up by the microphones on the aids, select “Environment.”



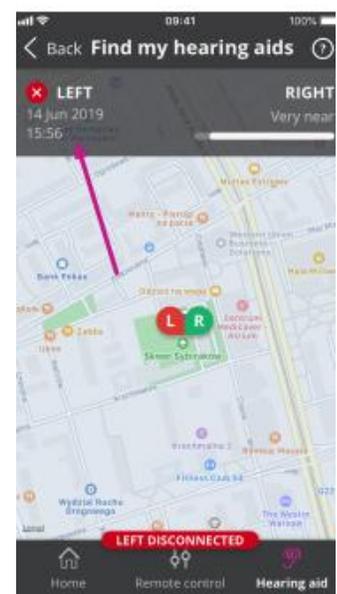
## 6. OpenSound Booster

- a. Useful if you find it difficult to focus on speech or are tired after a long day at work. Once activated, it shifts the settings of the aids into an enhanced mode where noise can be reduced.
- b. To activate/deactivate, use the horizontal switch above the volume sliders. It will turn green when activated. Note: the feature will be deactivated when changing programs, opening the battery drawer or reconnecting the hearing aids.



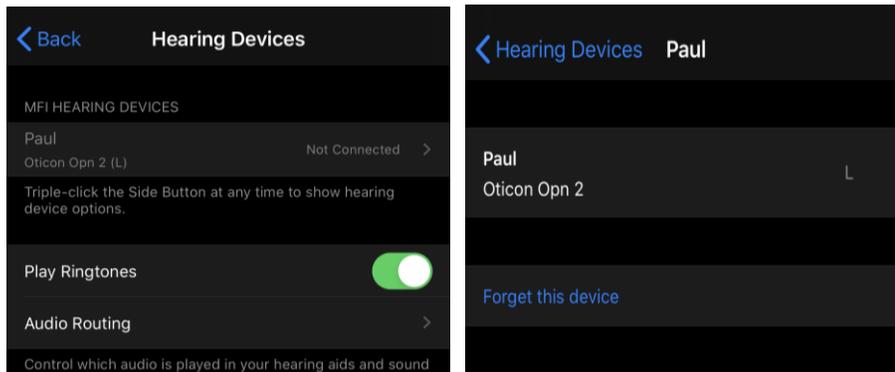
## 7. Find My Hearing Aids

- a. Tap “Find my Hearing Aids” if you have lost your devices. A map will show the last known location of the paired hearing aids when the app was working.
- b. A proximity bar indicates how close you are to each connected aid. If your phone is out of range or the connection is lost, you can see the date and time of the last connection
- c. The green marker indicates there is a connection. The red marker indicates the connection is lost

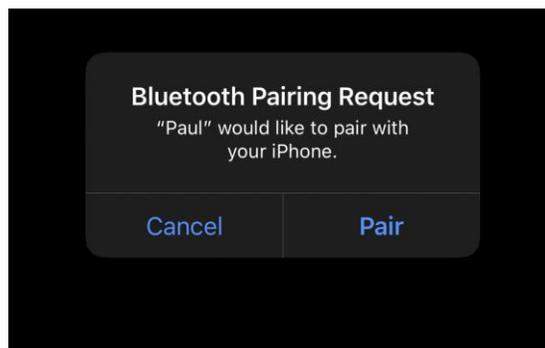


## If Bluetooth isn't working on your iPhone

1. Go to "Accessibility" in your settings. Then scroll down and select "Hearing Devices."
  - a. Click on the box that says "Not Connected."
  - b. Select "Forget this device."



2. Turn the Bluetooth off and then restart your phone.
  - a. Make sure to turn the Bluetooth back on after your phone has restarted.
3. Go back to "Accessibility" then back down to "Hearing Devices."
  - a. Your phone will automatically search for the aids. While it is searching, open the battery doors then close them again and put the aids next to your phone.
  - b. Your phone will ask your permission to pair with the aids. Select "Pair."



#### 4. Your aids are now reconnected to your iPhone

- a. Your aids will show both aids as connected.
- b. There will be a gray battery-shaped box to the right of the L and R representing your individual aids. This reflects your battery level. If the box is full, your hearing aid batteries are fully charged.
- c. You can also control your microphone levels and your presets from this screen for both hearing devices.

