

Guide for hands-free communication

With select devices, you can now use Oticon hearing aids* to make or receive hands-free phone calls – as well as video calls, – via Bluetooth® Low Energy technology.

Easy, hands-free communication

With hands-free communication, it is possible to accept, reject and hang up on phone calls using the push-buttons on the hearing aids. Please ensure that the hearing aids are updated to the latest firmware.

If your bi-directional hearing aids* support LE Audio, you can enjoy hands-free communication when you make or receive calls from your compatible Android smartphone and tablet. To use this feature, you need an Android device that supports Android 14 and LE Audio.

You can also use hands-free communication with your compatible iPhone or iPad. This feature works with iPhone 11 or newer models running iOS 15.2 or later, and iPad running iPadOS 15.2 or later.

* See which hearing aids and devices are compatible with direct two-way communication on [oticon.com.au/compatibility](https://www.oticon.com.au/compatibility)



How it works



Make or receive call
on your device



Hearing aid shifts to
“hands-free communication”
and captures wearer’s voice



Caller’s voice is streamed
directly into hearing aids.
Hang up when call is complete

Getting started

Hands-free communication is activated by default when bi-directional hearing aids with LE Audio are paired with a compatible device. If you wish to turn off the feature, instructions on how to are described for iOS and Android below.

Turning off hands-free communication via Control Centre on your iPhone or iPad



You can turn off the Mic Input by accessing the Control Centre. You access the Control Centre by swiping from the top right corner of the iPhone or iPad screen...

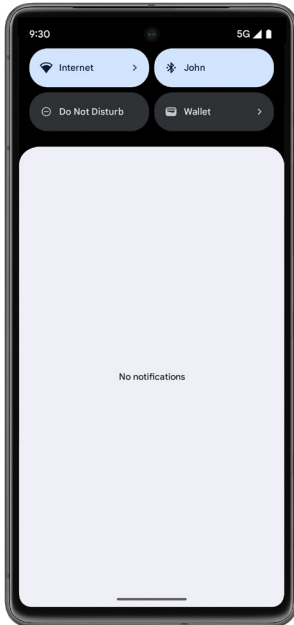
... and scrolling down to Mic Input.

On: By default, the Mic Input will be On.

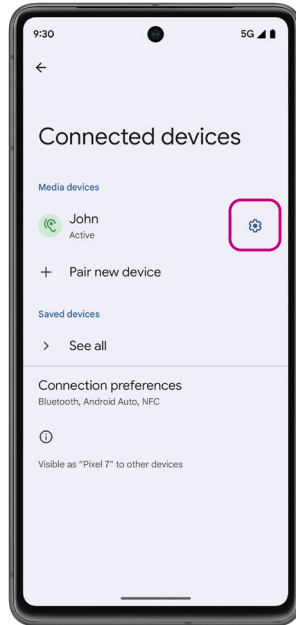
Off: This will turn off hands-free communication, and the hearing aid will be back to direct streaming.

Turning off hands-free communication via Settings on your Android device

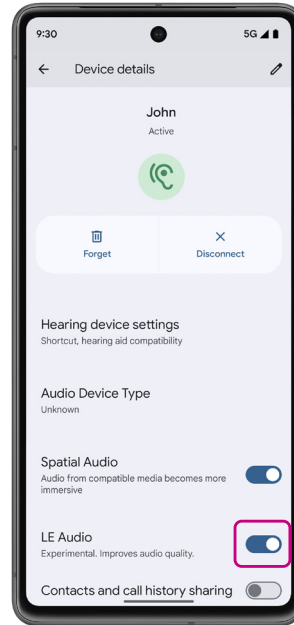
A Google Pixel 7 device is shown in the example below, variations may occur on different Android devices.



You can turn off LE Audio and hands-free communication by accessing the Bluetooth settings. You access the Bluetooth settings by swiping from the top right corner of the phone and long pressing on the Bluetooth icon.



In the *Connected devices* menu you tap the settings icon by your hearing aids.



In the *Device details* menu you can toggle the LE Audio button on or off.

On: By default, LE Audio will be toggled on.

Off: This will turn off hands-free communication.

Optimising phone connectivity

When we talk about connectivity, there are many variables that influence system performance. This short guide provides recommendations for how to handle phone connection and echo issues.

Recommendations to improve connection

One of the main factors leading to connection issues has to do with crossbody absorption. This refers to the fact that the body contains a lot of water, and water is very good at absorbing Bluetooth signals. If the signal travels "crossbody", for example, from left ear to right pocket, there is a bigger risk that the signal will be interrupted. Here are suggestions for optimising the connection.

- Keep the phone as close to the hearing aids as possible
- Move the phone left/right to be closer to the hearing aid that picks up the sound. When there are two hearing aids, the phone randomly selects a hearing aid and moving the phone may help
- Move the phone from a pocket/bag to a table in front of you
- Turn the end of the phone with the charging port towards the hearing aids
- Never carry the phone in a back pocket

Recommendations to minimise echo

Sometimes the caller on the other end of a hands-free call will hear an echo of their own voice. This happens because amplified sound leaks from the ear canal and back into the microphone of the hearing aid. Many things can influence this, such as the volume of the streamed signal, vent size, physical fit of the hearing aid/mould, shape of the ear canal, and movements of the ear canal. Here are suggestions for minimising the echo.

- Make sure the hearing aid/mould is placed correctly in the ear canal
- Turn down the volume on the phone (if possible, considering audibility)
- Make sure the hearing aid/mould does not create slit leaks
- Make sure the hearing aid/mould is fitted with an appropriate vent size
- Make sure to apply correct amplification according to the receiver

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