

# Guide for hands-free communication

With select iPhone® or iPad® devices, you can use Oticon hearing aids\* to make or receive hands-free phone and video calls.

## Ready for everyone on the Polaris R™ and Polaris™ platforms

Hands-free communication is available for the following hearing aids on the Polaris R and Polaris platforms: Oticon Real™, Oticon More™, Oticon Own™ with 2.4 GHz Bluetooth®, Oticon Zircon, and Oticon Play PX. For clients who already have Oticon More, the hearing aid firmware must be updated to at least 1.3.0 by the hearing care professional to enable hands-free communication functionality.

Hands-free communication is available with iPhone 11 or later running iOS 15.2 or later, and iPad running iPadOS® 15.2 or later.

Please visit [oticon.com/support/compatibility](https://oticon.com/support/compatibility) for more information and to see which devices are compatible.



Made for  
iPhone | iPad



\*Oticon Real, Oticon More, Oticon Own with 2.4 GHz Bluetooth, Oticon Zircon, and Oticon Play PX hearing aids on the Polaris R and Polaris platforms.

## How it works



Make or receive call on iPhone or iPad\*\*



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 on iPhone or iPad\*\*

\*\*Note: Oticon Real and Oticon Own hearing aids (with 2.4 GHz Bluetooth) are able to accept, reject, or end phone calls using a push-button. A firmware update is required for Oticon More (1.4.0), Oticon Zircon and Play PX (1.2.0) in order to have this functionality.

# Getting started

Hands-free communication is activated by default when compatible hearing aids are paired with a compatible iPhone or iPad.

## Choosing Mic Input for your iPhone or iPad



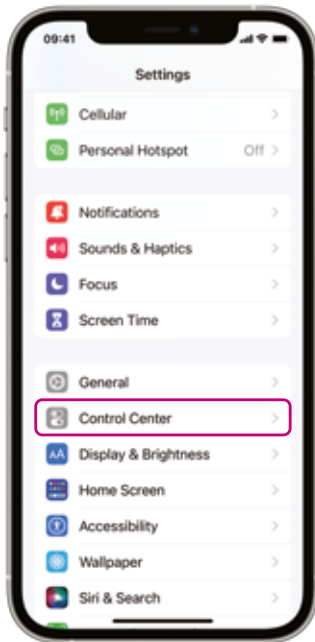
You can change the *Mic Input* by accessing the *Control Center*. You access the *Control Center* by swiping from the top right corner of the iPhone or iPad screen.

**On:** By default, the input will be set to On.

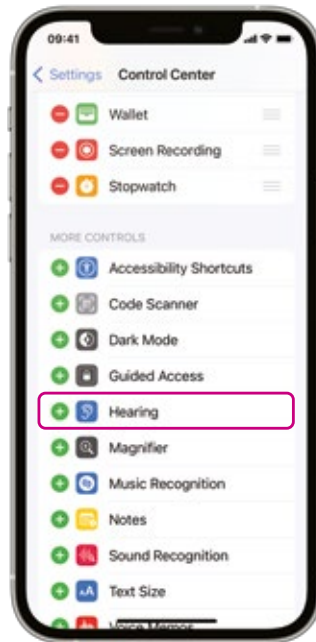
**Off:** This will turn off hands-free communication, and the hearing aid will be back to direct streaming.

# Adding Hearing icon to Control Center

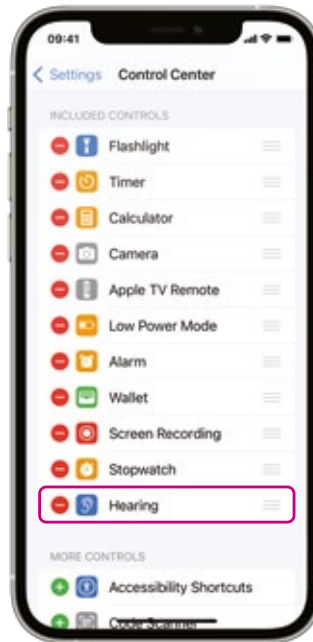
Adding the *Hearing* icon to *Control Center* allows for direct access to various hearing aid functions.



From the Home screen, click on *Settings* and then click on *Control Center*.



Click on *Hearing*.



The hearing icon will now be added to the *INCLUDED CONTROLS* menu.



The hearing icon will now be accessible via *Control Center* which can be accessed by swiping from the top right corner of the iPhone or iPad screen.

# Notes

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