Cochlear™ Osia® Smart App for iPhone®

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General Settings

Which hearing devices are compatible with the Osia Smart App?

Osia Smart App is compatible with the Osia 2 Sound Processor.

Which Apple devices are compatible with the Osia Smart App?

For an up-to-date list of compatible iPhone and Apple Watch models and iOS versions, please refer to www.cochlear.com/compatibility

Will the app work if I update to a newer iOS version?

Yes, in most cases. The app is verified on the iOS available at time of launch. If a newer iOS version is reported to cause any issues, we will aim to update the app and resolve the issue as soon as possible.

To minimize the risk of problems with the pairing, connection or app when updating the iOS, we recommend that you either:

- log out from the app, unpair the sound processor and uninstall the app prior to updating the iOS, or

- log out from the app, unpair the sound processor, uninstall the app then restart your iPhone after you have updated the iOS.

Afterwards, start by pairing the sound processor, then download and install the app (see further instructions below) and log in again using the same details as before.

How do I download and install the Osia Smart App?

The app can be downloaded for free from Apple App Store. Tap the App Store icon on your iPhone, search for 'Osia Smart', and then download the app. The app may not be available in all countries and availability is subject to regulatory approval.

Do I need an accessory to use the app?

No. You only need to pair your iPhone with your Osia 2 Sound Processor to use your app.

I have downloaded the Osia Smart App. Now what do I need to do?

To use the app to monitor and control your sound processor, you first need to pair your sound processor to your iPhone.

Before you start pairing.

1. Make sure your sound processor has a fresh battery.
2. Completely close any open apps by double-clicking your iPhone Home button and swipe up each app.
3. Turn off any wireless accessories.
4. Ensure your sound processor is turned off.
5. On your iPhone, go to Settings -> Accessibility
6. Turn on your sound processor to make it discoverable for 120 seconds. When pairing to two sound processors, turn them on simultaneously.
7. On your iPhone, tap 'Hearing Devices'. If Bluetooth® is turned off, tap the toggle to turn it on.
8. Your iPhone will now start searching for your sound processor. This may take some time.
9. Tap the name of the sound processor once it appears. If you are pairing bilateral sound processors, only one will appear in the list.
10. Accept the pairing request (or pairing requests if pairing bilateral sound processors).
11. Important: Wait for pairing confirmation to be heard in the sound processor before proceeding. A series of 6 beep tones will be heard, followed by a ripple tone approximately 20 seconds later. Alternatively, wait for 120 seconds to be certain that the process has been completed.

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I've downloaded the app and paired my mobile device to my sound processor. Now what do I do?
Simply tap the Osia Smart App icon on your mobile device to activate the app. The App setup will begin:

Step 1: Allow the app to access your location in order to help you locate a lost sound processor and advise you when entering a linked location.

Step 2: Allow the app to send you notifications in order to receive battery and connection warnings or tips on how to achieve the best hearing experience.

Step 3: Read the privacy statement and choose whether to approve or decline the option to send de-identified diagnostic and usage information to help Cochlear further improve our products. The choice does not impact your ability to use the app.

Step 4: Tap 'Get started' to begin connecting the app to the sound processor.

Step 5: If you already have a Cochlear account, use those details to log in. If you do not have a Cochlear Account, select to 'Create new account' and follow the on-screen instructions.

Step 6: Follow the connection progress during the guided connect flow. If you encounter any problems, the app will provide you with instructions on how to proceed.

Step 7: Once connection is complete, the app will open on the Home screen and you are now ready to use the app.

Why does the app take some time to load after pairing?
When you open the app after the sound processor has been disconnected, the app needs to read information from the sound processor, which may take a little while.

Where can I find instructions on how to use the Osia Smart App?
There is contextual support available in the app. Simply tap the 'question mark' icon in the top right corner of the screen for assistance relevant to that screen. To download the Osia Smart App setup guide, visit www.cochlear.com/apps

I have two sound processors. Can I use the Osia Smart App to control both?
Yes, if they were fitted in the same session and your clinician kept the default control sync. However, if your two sound processors are not synced, you will have to choose which one to connect to.

If you have paired to one sound processor and want to pair to a second one, you first need to remove the previous sound processor, otherwise your smartphone will not search for the new one. The app will recognize if there are one or two sound processors and will adapt the user interface accordingly (e.g. to present one or two volume sliders).

How do I remove a previously paired sound processor?
To remove a previously paired sound processor from your iPhone, first log out from the app by tapping the burger menu icon ☰ in the top left corner, then select 'Log out'.

Then open your iPhone settings and navigate to Accessibility -> Hearing Devices. Tap on the sound processor name and select 'Forget this device'.

I have two or more iPhones. Can I run the Osia Smart App on all of them?
Yes, you can pair up to 5 iPhones to your sound processor(s) and have the app installed on all of them. However, you can only connect one iPhone at a time to your sound processor(s).

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Connection

How do I connect the Osia Smart App to my Osia 2 Sound Processor?
Please refer to the Osia Smart App iOS Connection Guide to pair your sound processor to your iPhone.

What can I do if the Osia Smart App won't connect to my Osia sound processor?
The app provides on-screen instructions on how to resolve issues with connection. Make sure are using the latest iOS (unless otherwise communicated from Cochlear on www.cochlear.com/compatibility). We recommend that you, prior to updating the iOS, un-pair your sound processor and then pair again after the update.

Additionally, if you are streaming audio from your iPhone to the sound processor when the app is started, you can experience problems connecting. If the app is running in the background when audio is being streamed, this should not be an issue.

What do I do if the app loses connection?
The connection between your sound processor and iPhone can be lost if the sound processor battery level is low or if the distance between the iPhone and sound processor is too great or blocked.

Make sure the sound processor has sufficient battery and is within range of the mobile device. Make sure Bluetooth is turned on and then restart the app. The app should automatically reconnect.

When connection is lost, an option to 'Start troubleshooting' will be presented. Tap it to start Guided Troubleshooting to get further assistance.

How far away can the iPhone be without losing connection with the sound processor?
It is difficult to give an exact distance since this depends on factors such as sound processor battery level, any solid objects in-between, and the environment you are in.

I have paired my Osia 2 Sound Processor with my iPhone and it works for a short while before connection is lost.
The battery level on your sound processor may be too low to support the connection. Try to replace the battery. The app will reconnect automatically.

When connection is lost, an option to 'Start troubleshooting' will be presented. Tap it to start Guided Troubleshooting to get further assistance.

If you continue to experience problems, you could try to remove the paired sound processor from your iPhone, and then pair it again. See more under "How do I remove a previously paired sound processor"?

Volume and mute settings

What am I adjusting when using the Osia Smart App volume slider?
When using the app volume slider you are adjusting the volume picked up by the sound processor microphones.

If you are streaming audio from a wireless accessory, you can adjust its volume by using the wireless accessory volume slider. Note that this volume slider only appears when you are in a wireless streaming program.

If you are streaming audio from your Apple device, adjust the volume as you normally do via the hard keys on your device or via the volume control in the particular audio streaming app.

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**Cochlear**®

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Can I use the app to adjust sound processor volume during calls or while streaming sound?
Yes, you adjust the sound processor volume by using the volume slider. If you would like to adjust the volume of the phone call or the streamed audio, use the phone hard keys.

How do I make volume adjustments to ONLY my right or left sound processor?
If you are a bilateral user and want to adjust the volume on your left and right sound processor individually, tap the horizontal sliders icon to the right of the volume slider.

Can I mute the sound?
Yes, just tap the mute icon to the left of the volume slider.

Can I mute the sound on ONLY my right or left sound processor?
Yes, tap the horizontal sliders icon to the right of the volume slider, then tap the corresponding mute icon

Programs

Which programs can I choose?
The app will present all the programs on your sound processor. It will also show all wireless accessories that are connected, as well as any Favorites that you may have created.

Why can I not change programs while I'm listening to music or am on a phone call?
When you stream sound from your iPhone, the sound processors automatically move to a streaming program. In order to go back to a hearing program, stop the streaming operation.

Why can't I change programs at all?
You may have lost connection to your sound processor. When connection is re-established you can change program again.

What happens if I change programs by pressing the button on the sound processor, or if I use the Remote Control to adjust volume?
The app is connected to your sound processor and monitors your sound processor status. If you change programs by pressing the button on the sound processor or use the remote control, the app interface will update accordingly.

What is a Favorite?
A Favorite is a set of personalized adjustments that are applied to a sound processor program. You can view it as a shortcut. When you select a created Favorite, the app will first switch to the sound processor program and then apply the bass, mid and treble adjustments. These adjustments are stored in the app and not on the sound processor.

How do I create a Favorite?
Start by activating the default program you wish to base your Favorite on, then tap the equalizer icon in the tab menu at the bottom of the screen. Make the adjustments you want, then select Next at the bottom of the screen. Select an icon that you believe represents the Favorite you are creating, then select Next. Choose a location to geotag the Favorite and tap Done.

How do I edit a Favorite?
Tap the Program icon to display the Favorites along the bottom of the screen and select the Favorite you wish to edit to activate it. Then tap the equaliser icon button in the tab menu at the bottom of the screen. Make the adjustments to the sound, the chosen icon or the geotagged location.

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How do I remove a Favorite?

Tap the Program icon to display the Favorites along the bottom of the screen. Then long-press the icon of the Favorite you wish to remove and select to delete it. This will also remove any associated geotagged location.

If I create a Favorite, will my Hearing Care Professional be able to read it from my sound processor?

No. Favorite adjustments are only stored in the app so your Hearing Care Professional will not be able to see them in the fitting software. The Favorite adjustments are visible on the 'Hearing Tracker' page available from the burger menu in the top left corner of the app.

What does the bass, mid and treble adjust?

By moving the bass, mid and treble sliders up and down you can customize your hearing experience.

The bass, mid and treble cover various frequency bands and can be adjusted by +6 dB to -6 dB, where each step equals a change of 1dB.

Cochlear have provided preset examples that are recommended in certain situations. The cross-over frequency between the bands vary depending on the preset you select.

Locations and notifications

How does geo tagging actually work?

Once you have created a Favorite you can choose to link it to a specific location. When you arrive at that location, the app will automatically switch to that Favorite.

Why can't I add a location?

Your mobile device needs internet connection so the app can download maps and store your location.

Can I add a location even if I am not physically there?

Yes. By default, your current location will be selected. You can simply swipe the map and pinch to zoom in or out. By pressing a new location on the map, that location will be set instead.

How can I delete a stored location?

Select the Favorite that has the location linked and press the equalizer icon at the bottom of the screen. Tap Next to see the icon library. Tap Next to see the geotagged location. Select 'Do not use location' and tap Done to remove the geotagged location.

How does 'Locate device' actually work?

There are two different technologies the app uses to assist you in locating your lost sound processor:

When the sound processor is on and is close enough to the iPhone for it to retain/establish a connection, the app uses the Bluetooth® signal strength to advise you if you are getting closer to, or farther away from the sound processor.

When the sound processor is off or is too far away from the iPhone for it to retain/establish a connection, the app stores the location and plots it on a map. This allows you to see where you last had a connection, and where you are likely to locate your lost sound processor. Please note that the app does not track the sound processor location in real time. If the sound processor is still on and you get within range, it will automatically reconnect and you can switch over to search via signal strength for a more accurate location.

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What does the app notification "Allow Osia Smart to access your location even when you are not using the app" mean?
To add a location to a Favorite, or to use the 'Locate device' feature, you must allow for location access.

You can always turn Notification ON or OFF later

To change Location Access, on your iPhone go to Settings and scroll down to, and select Osia Smart App.

Tap Location and select the option you prefer.

What does the app notification "Osia Smart would like to send you notifications" mean?
The app will send you notifications relating to battery and connection warnings or tips on how to achieve the best hearing experience.

You can turn notifications ON or OFF at any time.

To change Notification Settings, on your iPhone go to Settings and scroll down to, and select Osia Smart App.

Tap Notifications and select the option you prefer.

Apple Watch

What can I do via my Apple Watch?
The Apple Watch interface offers quick access to core functions such as changing program or adjusting volume. Simply swipe left or right to choose a program, select a Favorite or activate streaming from wireless accessories. Rotate the crown to adjust volume up and down, or mute by setting volume to 0.

The Apple Watch will also display notifications such as sound processor battery warnings.

Other

What does the battery indicator show?
The battery indicator in the app will show the current power level of your sound processor battery as full or low. Low battery strength means that wireless operation is close to interruption and that batteries should be changed soon.

The Osia 2 Sound Processor use a zinc-air battery, which provides almost the same level of power until it is nearly empty and then loses power very rapidly. It is therefore difficult for the app to display an accurate battery level until the sound processor provides a battery warning.

Does the app impact battery consumption?
No. The app does not significantly impact the consumption of the sound processor battery.

Running the app will take up some of the iPhone battery, similar to other apps. In order to use the 'Locate device' functionality of the app, GPS needs to be turned on. To save battery, you can turn off the GPS on your iPhone.

Can I get the app in a language other than English?
Yes. The Osia Smart App is available in the local languages of the countries it is released in. The app will be displayed in the language your iPhone is set to.

To change the language of the Osia Smart App you need to change the language of your iPhone.

What is Demo mode?
Enabling Demo mode means that you can run the app without a connection to the sound processor for demonstration purposes.

How do I remove the app?
We recommend you first logout from the Osia Smart App by tapping the burger menu in the top left corner, the select 'Log out'. Then simply uninstall the app as you would any other app on your iPhone.

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As a parent of a child with an Osia 2 Sound Processor, can I use the app?*

Yes. If you pair your mobile device with your child's sound processor you can control and monitor it from a distance, but you need to be within range. This allows you to see battery status, adjust volume and change program without needing to touch the sound processor.

Why do you collect data, and what type of data do you collect?

Cochlear collects information to analyze how the app's features are used. It enables us to identify opportunities to improve existing functionality and develop new features for the app. The information we collect is aggregated, anonymized, non-personally identifiable data across all users. You can easily stop all collection of information by switching off the functionality in the app settings menu or by uninstalling the app.

* In the United States, the Osia 2 System is indicated for children 12 and older.

Please seek advice from your health professional about treatments for hearing loss. Outcomes may vary, and your health professional will advise you about the factors which could affect your outcome. Always read the instructions for use. Not all products are available in all countries. Please contact your local Cochlear representative for product information.

The Cochlear Osia Smart App is available on the Apple App Store and Google Play. For compatibility information visit www.Cochlear.com/Compatibility.

Cochlear sound processors are compatible with iPhone, Apple Watch, iPad and iPod touch. For compatibility information visit www.Cochlear.com/Compatibility.

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