

Cochlear™ Osia® Smart App for Android™

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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 Android devices are compatible with the Osia Smart App?

For an up-to-date list of compatible Android smartphones and OS versions, please refer to www.cochlear.com/compatibility

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

Yes, in most cases. The app is verified on the Android OS available at time of launch. If a newer Android OS version is reported to cause any issues, we will update the www.cochlear.com/compatibility page and 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 Android OS, we recommend that you either:

- log out from the app and uninstall the app prior to updating the OS, or
- log out from the app, uninstall the app then restart your smartphone after you have updated the OS.

Afterwards, install and open the app, login and pair/connect the sound processor again by following the on-screen instructions.

How do I download and install the Osia Smart App?

The Osia Smart App can be downloaded for free from Google Play. Tap the Google Play icon on your smartphone, search for 'Osia Smart', and then download the app. The Osia Smart App may not be available in all countries.

Do I need an accessory to use the app?

No. You only need to pair your smartphone 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 smartphone.

Before you start pairing..

1. Make sure your sound processor has a fresh battery
2. Turn off any wireless accessories
3. Ensure your sound processor is turned off, then start the app.
4. In the pop-up, allow the app to access your location in order to help you locate a lost sound processor.
5. In the pop-up, 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.
6. 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.
7. Tap 'Get started' to pair and connect the app to the sound processor.
8. 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.
9. 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.
10. Once connection is complete, the app will open on the Home screen and you are now ready to use the app.



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Do I have to pair my sound processor via the app?

For the app to work, a secure connection between your smartphone and your sound processor needs to be established. This is managed by pairing the sound processor via the app.

Why is my sound processor listed as 'GN' under paired Bluetooth devices in my smartphone?

Your Cochlear Osia 2 Sound Processor is built on a chip manufactured by GN Hearing and will therefore be identified as 'GN'. Pairing and connecting cannot be done outside of the app. See previous question.

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 smartphone, tap the burger menu ☰ in the top left corner of the app, then select 'Log out'. This will log you out of your Cochlear account, break the secure connection and unpair your sound processor. If you log out, you will need to log back in again and proceed through the pairing and connections steps again.

I have two or more smartphones. Can I run the Osia Smart App on all of them?

Yes, you can pair up to 5 smartphones to your sound processor(s) and have the app installed on all of them. However, you can only connect one smartphone at the time to your sound processor(s).

Connection

How do I connect the Osia Smart App to my Osia 2 Sound Processor?

If you have gone through the initial steps of logging in, pairing and connecting your sound processor to your smartphone, and your sound processor is turned on, has sufficient battery and is within range, the app will automatically connect when started.

What do I do if the app loses connection?

The connection between your sound processor and smartphone can be lost if the sound processor battery level is low or if the distance between the smartphone and sound processor is too great or blocked.

Make sure the sound processor has sufficient battery and is within range of the smartphone. Make sure Bluetooth is turned on and then restart the app and sound processor. 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.



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How far away can the smartphone 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 smartphone 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 smartphone, 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.

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 (see further below) that you may have created.

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 a 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.

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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 Done.

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.

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 equalizer icon button in the tab menu at the bottom of the screen. Make any adjustments to the sound and click 'Next'. If wanted, select a new icon, then press 'Done'.

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.

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 '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 smartphone 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 smartphone 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.

What does the app notification "Allow Osia Smart to access your location even when you are not using the app" mean?

To use the 'Locate device' feature, you must allow for location access.

You can turn notifications ON or OFF at any time.

On your smartphone, go to Settings -> Apps, and scroll to and select Osia Smart.

Tap Permissions 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.

You can turn notifications ON or OFF at any time.

To turn OFF all notifications, on your smartphone go to Settings -> Apps and scroll to and select Osia Smart.

Tap 'Notifications' and select the option you prefer.



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.

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

Can I get the app in a language other than English?

Yes. The app is available in the local languages of the countries it is released in. The app will be displayed in the language your smartphone is set to.

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

What is Demo mode?

Enabling Demo mode means that you can try 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 smartphone

As a parent of a child with a 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.

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.

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www.Cochlear.com/US

Follow us on    

Cochlear Americas
10350 Park Meadows Drive
Lone Tree, CO 80124 USA
Telephone: 1 303 790 9010
Support: 1 800 483 3123

Cochlear Canada Inc.
2500-120 Adelaide Street West
Toronto, ON M5H 1T1 Canada
Support: 1 800 483 3123