

Cochlear®
Hear now. And always

Getting started guide

Streaming to a Cochlear™ Baha® sound processor

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Getting started guide

Streaming to a Cochlear™ Baha® sound processor

About streaming

We understand that people living with hearing loss often find themselves in challenging environments or situations where they struggle to hear or fully engage in the conversation. Examples of such situations include dinner conversations with a partner sitting in front of, or next to them. Or speaking with their partner when driving a car or hearing their children from the backseat.

Other problematic situations where the speaker is farther away can also present difficulties. Examples include lectures, at places of worship, or large meetings.

Situations where the background noise is not spatially separated from the speaker, such as cocktail parties, family gatherings, or in stores and shopping centers also present difficulties.

Step into a more connected world

Inspired by the desire for connection, we're committed to expanding the possibilities of hearing technology to help people feel included, engaged and fully immersed in the moments that matter. That's why Cochlear has become an industry leader in new streaming technologies.

As your everyday technology grows more connected, your hearing solution should be no exception. Our connected portfolio gives you the latest technology to stream audio and manage your sound settings, so you can hear your best in any environment.

First True Wireless™ devices#	First Made for iPhone* sound processor	First direct streaming from Android™†	First with fully programmable Remote Care+	First with Bluetooth® LE Audio & Auracast™§ broadcast audio
				
2014	2015	2021	2022	2025

Streaming, as easy as it should be

Whether you'd like to hear phone conversations more clearly, stream your favorite shows or hear more in your workplace presentation, our direct streaming technology and wireless devices allow you to bring audio from your everyday life right into your sound processor.

Your sound processor can access several different streaming technologies that work behind the scenes to help build up your seamless hearing experience. These are summarized below, so you can better understand your device's capabilities in detail.

On the following pages, we also outline different scenarios (at home, work, and school) where you can stream audio in these different ways to expand your hearing experience.

Made for iPhone streaming

Made for iPhone (or MFi) is a Bluetooth protocol for Apple devices that allows you to stream phone or FaceTime calls, as well as music, audiobooks, notifications or other audio directly to the sound processor. With MFi technology, you can also use your Apple device as a remote microphone in noisy environments or as a remote control to change program and adjust volume on your sound processor. For more information on how to pair your Apple device and use MFi streaming, see section 'Stream from iPhone.'

Android streaming

Android Streaming for Hearing Aids (or ASHA) is a Bluetooth protocol that is proprietary for Android devices that allows you to stream music, audiobooks, notifications or other audio directly from your compatible^ Android device to your Cochlear sound processor. The ASHA protocol also allows for streaming from compatible Amazon‖ Fire TV. For more information, see section 'Stream from a compatible Android smartphone.'

Bluetooth® LE Audio and Auracast™ broadcast audio

As a Bluetooth LE Audio-enabled sound processor, the Baha 7 Sound Processor allows you to connect to more devices and in more situations than ever before.

For more information, see section 'Stream via Bluetooth LE Audio.'

LE Audio is the latest streaming protocol from Bluetooth, and it powers Bluetooth's new Auracast broadcast audio feature. This means that as more venues adopt Auracast, you'll be able to connect directly to public streams at cinemas and concert halls; hear announcements at airports and train stations; or connect directly to televisions in public spaces like gyms.

Wireless devices

Your sound processor is also compatible with a range of wireless devices that boost your hearing experience in particularly challenging situations. These could include talking on the phone, watching television, or having a conversation in noisy restaurant. These devices use Bluetooth to transmit sound to your sound processor.

Cochlear's True Wireless devices are compatible with all available sound processors. The new range of Bluetooth LE Audio Accessories are compatible with our latest sound processors. The new accessories are also cross-compatible with hearing aids from GN Hearing.

For more information on pairing and using wireless devices, see section "Stream from a wireless device.



Streaming at school

Hearing well in the classroom is vital for speech development and educational success. Following a conversation between people in a classroom or auditorium, or hearing your teacher from across the room can be tough if you have a hearing loss. A Multi-Mic+ or Mini Microphone 2+, TV-Streamer+ or TV Streamer allows you to focus your hearing and extend your listening range. And if your school has loop or FM systems installed, a Multi-Mic+ or Mini Microphone 2+ can connect to them as well.

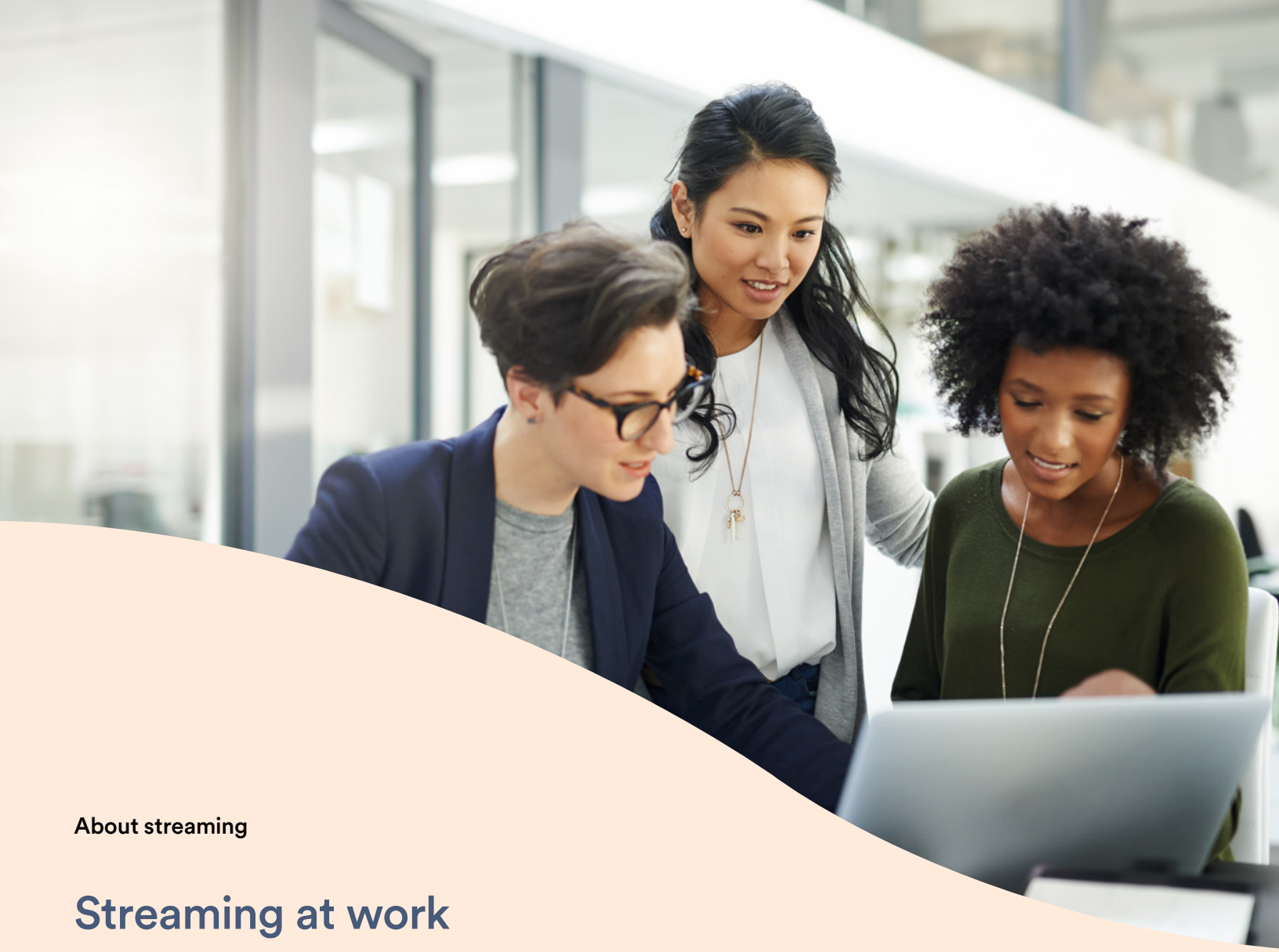
From a student perspective

Carrying a personal Multi-Mic+ or Mini Microphone 2+ allows you to hand it to the teacher at the beginning of each class, or to pass it around to other participating speakers or students in the classroom.

Our compatible microphones also connect to loop and FM systems and has a mini-jack input for streaming audio from virtually any device with a headphones output, to ensure it is compatible with your school's solution.

From a teacher perspective

Wearing a Multi-Mic+, Mini Microphone 2+, or connecting a headset to a TV Streamer or TV-Streamer+ allows you to stream to multiple sound processor (or hearing aid) users in the classroom regardless of where they are seated. And having a stationary TV Streamer or TV-Streamer+ in an auditorium may reduce the cost of installing a loop or FM system. By adjusting the settings in the sound processor initially, your voice will be automatically streamed to the student's sound processor as soon as you start streaming.



About streaming

Streaming at work

Talk on the phone

One of the hardest things about hearing loss can be talking on the phone. Missed words and misunderstandings are frustrating on both ends of the line, especially in crucial business calls. Our sound processors allow you to stream audio directly from any compatible smartphone or, if you prefer a hands-free experience, use a Wireless Phone Clip so you and the person you're talking to can enjoy comfortable conversations, even if you are in a noisy environment.

Actively participate in meetings

Following a conversation between people in a meeting, or hearing the speaker in a seminar can be tough if you have hearing loss. A Multi-Mic+ or Mini Microphone 2+ allows you to focus your hearing and extend your listening range.

Fully engage in online meetings

With the steep increase in online meetings and ability to work from home, it is important that you can participate and fully engage online. Our sound processors allow you to either stream directly from a compatible computer or smartphone, or via a connected streaming accessory. A Wireless Phone Clip, Multi-Mic+ or Mini Microphone 2+ can connect to your computer via a cable.





Streaming at home

Watch TV with loved ones

One of the first indications of hearing loss often occurs when watching television. People living with hearing loss often increase the volume, sometimes to a level that friends or family members find uncomfortable. What's more, an increase of volume doesn't always mean an increase in clarity.

With a TV Streamer, TV-Streamer+ or an Auracast compatible TV, you can stream crystal-clear sound from the television straight to your compatible sound processor, while your friends and family can listen at a comfortable volume.

If there are multiple users with compatible sound processors (and hearing aids) in the room, you can connect to the same audio stream and share the listening experience.

Enhance conversations

Following a conversation between people at the dinner table or hearing your partner from another room can be tough if you have hearing loss. A Mini Microphone 2+, Multi-Mic+ or the 'Live Listen' functionality in a compatible iPhone will allow you to focus your hearing and extend your listening range.

Talk on the phone

One of the hardest things about hearing loss can be talking on the phone. Missed words and misunderstandings are frustrating on both ends of the line. Our sound processors allow you to stream audio directly from any compatible smartphone or, if you prefer a hands-free experience, use a phone clip so you and the person you're talking to can enjoy comfortable conversations, even if you are in a noisy environment.

Hear the doorbell, fire alarm, etc.

Some smartphones and third-party products offer extended features including the ability to receive notifications from your doorbell, your fire alarm, your washing machine, or a baby monitor, to name a few. Our sound processors are ready to receive alarms and notifications from any LE Audio / Auracast source.

Stream from iPhone

Benefits

By connecting your sound processor to your compatible^ iPhone, you can stream phone or FaceTime calls, and music, audiobooks or other audio directly to the sound processor. You can also use it as a remote microphone in noisy environments or as a remote control to change program and adjust volume on your sound processor.

Note: Once the sound processor is connected to your iPhone, all audio will be streamed. See sections further below to personalise your streaming experience.

Connect your iPhone to your sound processor

1. Turn off your sound processor¶ and ensure it has a fresh battery.
2. Open Settings on your iPhone and navigate to Accessibility / Hearing Devices and ensure Bluetooth is on.
3. Turn on your sound processor.
4. When your sound processor appears in the list of available devices on your iPhone, tap on it.
5. When the pairing request appears, press “Pair” to initiate the pairing process. When pairing two sound processors that have been configured as a bilateral pair by your hearing care professional, there will be two separate pairing requests.
6. Successful pairing will be indicated by an audible melody played in your sound processor(s). You are now ready to stream audio from your iPhone.

Note: You can pair up to five different Apple devices to your sound processor, but each Apple device can only be connected to one sound processor (or bilateral pair) at a time.

Stream to your phone or FaceTime calls

Phone or FaceTime calls can be streamed directly to the connected sound processor. When the sound processor connects, it will become the default audio streaming destination.

When you make a phone call, a menu automatically pops up allowing you to select where audio should be routed.

When you receive a phone call (or if you want to change where audio is routed during a phone call), press the ”audio” icon on the screen and select where audio should be streamed.

Change audio streaming settings

To change the default streaming settings, navigate to Settings > Accessibility > Hearing Devices.

- To prevent ring tones to be streamed to the sound processor, deactivate ‘Play Ringtones.’
- To prevent call audio to be streamed to the sound processor, tap ‘Audio Routing’, then tap ‘Call Audio’ and select ‘Never Hearing Aids.’
- To prevent music or other audio to be streamed to the sound processor (including ‘Live Listen’ functionality), tap ‘Media Audio’ and select ‘Never Hearing Aids.’

Use your iPhone as a remote microphone

When your sound processor is connected to your iPhone, you can use it as a remote microphone via the ‘Live Listen’ functionality.

Navigate to Settings / Accessibility / Hearing Devices and tap on the name of your sound processor to access ‘Live Listen.’

Use your iPhone as a remote control

When your sound processor is connected to your iPhone, you can use it as a remote control to change program or adjust volume.

Either triple-click the Home button or side button on your iPhone, or navigate to Settings / Accessibility / Hearing Devices and tap on the name of your sound processor to access the control panel.

Unpair your sound processor

To remove a previously paired sound processor from your iPhone, go to Settings > Accessibility > Hearing Devices and tap on the sound processor name. Then scroll down and tap ‘Forget this device.’

Stream from compatible Android smartphone

Benefits

By connecting your sound processor to your compatible Android smartphone, you can stream phone calls, and music, audiobooks or other audio directly to the sound processor using ASHA or Bluetooth LE Audio.

Note: Once the sound processor is connected to your smartphone, all audio will be streamed. See sections below to personalize your streaming experience.

Connect your smartphone to your sound processor

1. Download, install, and open the app. The Baha Smart App is free to download from App Store and Google Play.
2. Scroll and read through the content on the Welcome screen to learn about the different features and important information. Tap demo to explore the app. Tap Get Started to proceed with connecting the app to your sound processor.
3. To control your sound processor with the Baha Smart App, you will need to log in with your Cochlear Account details. If you do nothing have a Cochlear Account, you can create an account by tapping 'Create account' and following the on screen instructions.
4. Once logged in, the App will go through a series of steps to ensure a secure connection can be completed. If there are any issues, instructions will be presented to you on the screen. Once complete, the App will automatically proceed to the Home screen.

Note: Pairing instructions depends on your smartphone model. Please refer to the user guide for your compatible Android smartphone and follow the instructions on how to pair a Bluetooth device.

Stream phone calls

Once paired, phone calls can be streamed directly to the connected sound processor.

When the sound processor connects, it should become the default audio streaming destination.

When you make a phone call, a menu automatically pops up allowing you to select where audio should be streamed.

When you receive a phone call (or if you want to change where audio is routed during a phone call), you can press the "Bluetooth" icon on the screen and select where audio should be streamed.

Unpair your sound processor

1. From the App Home screen, access Settings by tapping the settings menu in the top left corner.
2. Tap Logout. This will log you out of your account, break the secure connection and unpair your sound processor.

Have an Amazon Fire TV?

Amazon Fire TV uses the ASHA protocol to stream directly to our sound processors. For support information, visit www.amazonfiretv.com

Stream via Bluetooth LE Audio

Using LE Audio, you can connect directly to a range of devices such as laptops, tablets and more to provide you with all the benefits of direct streaming. The following are generic instructions on how to pair to such devices.

1. Open the Bluetooth menu on your LE Audio compatible device.
2. Turn Bluetooth on.
3. Turn your sound processor(s) off then back on.
4. Find your sound processor(s) in the Bluetooth menu.
5. Select your sound processor(s) to pair them.

Once this process is completed, you are ready to stream audio from this device.

Baha 7 Sound Processor delivers OneTouch Pairing and AutoStreaming

OneTouch Pairing

Connect your Bluetooth LE Audio Accessories with OneTouch Pairing by pressing the pairing button on the back of the Multi-Mic+ or TV-Streamer+ and placing the sound processor within 2 inches (5 centimeters) of the accessories.

Benefit

OneTouch Pairing is an easier pairing process compared to previous generation technology. Pairing no longer requires turning the sound processor off and then back on.

AutoStreaming

With AutoStreaming capability, Bluetooth LE Audio Accessories instantly connect without the hassle of continuous manual setup.

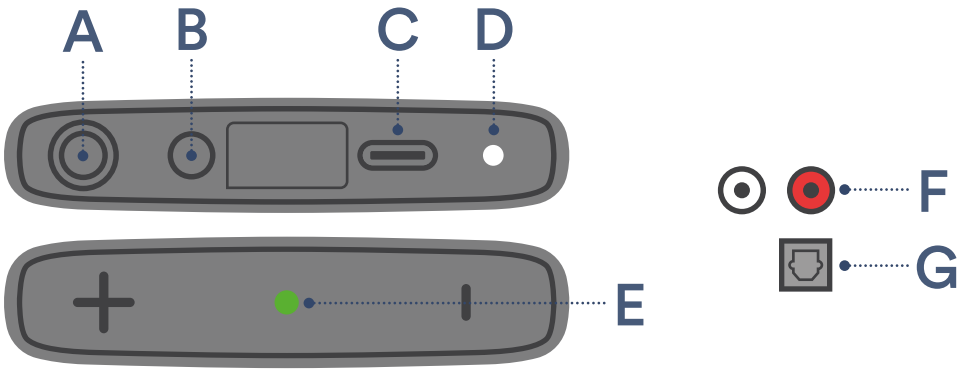
Benefit

In comparison, the prior process required a program button push on the sound processor or an active choice in the Baha Smart App.

Stream via wireless devices

TV-Streamer+

The TV-Streamer+ uses LE Audio technology and is compatible with our latest LE Audio-enabled Baha 7 Sound Processor. It will provide you with high quality streamed audio from an audio source (e.g. TV, stereo, computer or similar device) directly to your sound processors, or turn it into an Auracast broadcasting device and stream to a full audience. The TV streamer can be connected with several sound processors to facilitate multiple users listening to the same audio source, or for bilateral or bimodal use.



Set up the TV-Streamer+

1. **Connect the TV-Streamer+ to a power source**

   The TV-Streamer+ will automatically turn on and the LED light on the back of the TV-Streamer+ (D) will shine white. The device can be powered directly by the TV, via the USB cable (C). Wait with affixing the TV-Streamer+ to the back of your TV until after pairing it with your sound processor.

2. **Pair the TV-Streamer+ to your sound processor**

   Ensure your sound processor is on, then hold it close to the TV-Streamer+. The two devices must be within 5 cm (2”) of each other.

   Press the paring button (A) on the back of the TV-Streamer+ until the front LED (E) starts to flash green in short intervals. When pairing is complete, the LED will stop flashing and you will hear confirmation beeps in your sound processor.

   If you have two sound processors, the LED will stop flashing for 3 seconds after the first sound processor is paired and then automatically continue to pair the second sound processor.

3. **Connect the TV-Streamer+ to your TV**

   For TV with **analogue** audio, insert the 2-into-1 audio plugs into the L and R AUDIO sockets (F) on your TV and the other end into into audio socket (B) on the TV-Streamer+.

   For TV with **digital** audio, use the the digital (optical) cable. Remove the cover on each end of the cable, then insert the square plug into the TV DIGITAL AUDIO OUT (G) socket and the round plug into audio socket (B) on the TV-Streamer+.

Note: It is recommended to affix the TV-Streamer+ to the back of your TV after connecting all cables and after pairing the device to your sound processor.

Use the TV-Streamer+

Start streaming

Turn on your TV/audio source, then press and hold down the button (long press) on your sound processor(s), until you hear a melody played. You may need to do this separately for each sound processor to hear streamed audio in both ears.

Note: If no audio is streamed from your audio source, the sound processor will automatically revert to a default program after some time.

Stop streaming

Briefly press and release the button on your sound processor.

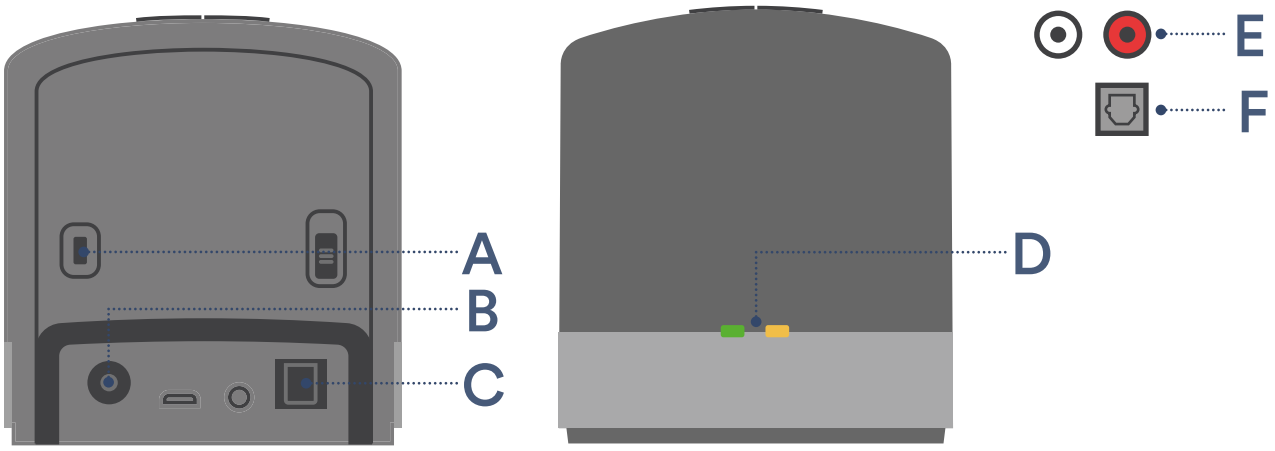
Support

For full details about the TV-Streamer+ or sound processor, please refer to the user manuals.

Stream via wireless devices

Cochlear True Wireless TV Streamer

The Cochlear True Wireless TV Streamer will provide you with high quality streamed audio from an audio source (e.g. TV, stereo, computer or similar device) directly to your compatible Baha 5, Baha 6 or Baha 7 Sound Processors. The TV Streamer can be connected with several sound processors to facilitate multiple users listening to the same audio source, or for bilateral or bimodal use.



Set up the Cochlear True Wireless TV Streamer

1. **Connect the TV Streamer to a power source**

   The TV Streamer will automatically turn on and the LED light (D) on the front of the TV Streamer will shine green.

2. **Pair the TV Streamer to your sound processor**

   Turn off your sound processor(s).

   Press the pairing button (A) on the back of the TV Streamer. The LED (D) on the front of the TV Streamer will flash to indicate it is in pairing mode (for 20 seconds)

   Turn on your sound processor(s).

   When pairing is complete, the LED (D) on the TV Streamer will stop flashing and you will hear confirmation beeps in your sound processor.

3. **Connect the TV Streamer to your TV/Audio source**

   For TV with **analogue** audio, insert audio cable directly to the AUDIO OUT socket (E) on your audio source, or to the stereo mini-jack or scart adapter and connect them to your audio source. Connect the other end into the mini-jack input (B) on your TV Streamer.

   For TV with **digital** audio, use the the digital (optical) cable. Remove the cover on each end of the cable, then insert the square plug into the TV DIGITAL AUDIO OUT socket (F) and the round plug into the TV-Streamer (B).

Use the Cochlear True Wireless TV Streamer

Start streaming

Turn on your TV/audio source, then press and hold down the button (long press) on your sound processor(s), until you hear a melody played. You may need to do this separately for each sound processor to hear streamed audio in both ears.

You can also select audio source via the Baha Smart App.

Note: If no audio is streamed from your audio source, the sound processor will automatically revert to a default program after some time.

Stop streaming

Briefly press and release the button on your sound processor. You can also select to stop streaming from the audio source via the Baha Smart App.

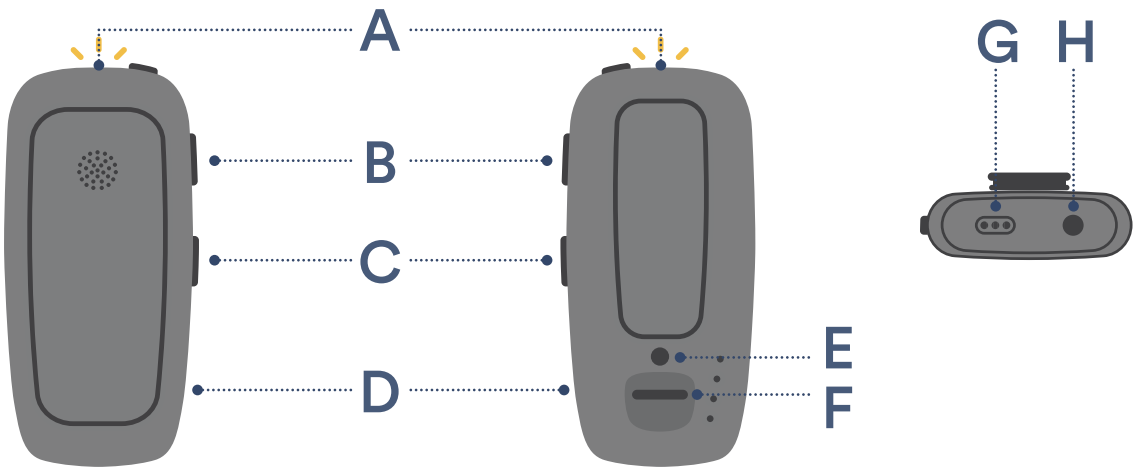
Support

For full details about the Cochlear Wireless TV Streamer or sound processor, please refer to the user manuals.

Stream via wireless devices

Multi-Mic+

The Multi-Mic+ uses LE Audio technology and is compatible with our latest LE Audio-enabled Baha 7 Sound Processor. It is designed to improve hearing over distance and in noisy listening situations, such as restaurants, in meetings, in school, and at home. The Multi-Mic+ can be worn by a speaker by clipping the device to an item of clothing or a lanyard close to the speaker's mouth. It automatically becomes a multi-directional microphone when placed horizontally on a table or other level surface.



Set up the Multi-Mic+

1. **Charge the Multi-Mic+**

   It is recommended to fully charge the Multi-Mic+ before using it for the first time.

   To charge the device, use the supplied USB-A to USB-C cable, plugged into USB socket (D) and power plug (provided separately). The USB-A cable can alternatively be inserted into any suitable power source.

   Charging may take 3 hours, depending on initial state of battery.

2. **Pair the Multi-Mic+ to your sound processor**

   Ensure both the Multi-Mic+ and your sound processor are on and within 5 cm (2") of each other.

   Use the tip of a pen to press the pairing button (E) on the back of the Multi-Mic+ until the LED (A) starts flashing green in short intervals.

   When pairing is complete, the LED (A) on the Multi-Mic+ will stop flashing and you will hear confirmation beeps in your sound processor.

   If you have two sound processors, the LED will stop flashing for 3 seconds after the first sound processor is paired and then automatically continue to pair the second sound processor.

3. **Connect the Multi-Mic+ to other audio sources**

   The Multi-Mic+ can be connected via cable to another audio device (H), directly to Telecoil systems, or to FM system (G) using an adapter. Press the Mode button (F) on the back of the Multi-Mic+ to cycle through the different options.

Use the Multi-Mic+

Streaming

Once the Multi-Mic+ is paired with your sound processor it will start streaming sound as soon as it is turned on. Automatic streaming can be disabled by your Hearing Care Professional. If Automatic Streaming is disabled, you need to press and hold down the button (long press) on your sound processor(s), until you hear a melody played to manually activate streaming. To manually stop streaming, briefly press and release the button on your sound processor. You may need to do this separately for each sound processor.

Note: If no audio is streamed from your audio source, the sound processor will automatically revert to a default program after some time.

Adjust the volume

The sound level is set to provide a comfortable listening level from the moment it is activated. To raise or lower the volume: press the '+' or '-' buttons (B & C).

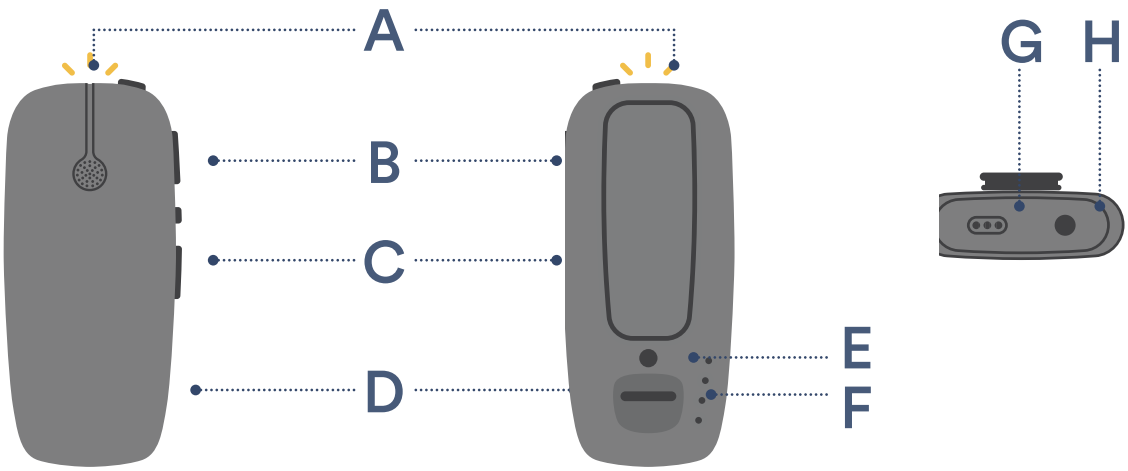
Support

For full details about the Multi-Mic+ or sound processor, please refer to the user manuals.

Stream via wireless devices

Cochlear True Wireless Mini Microphone 2+

The Cochlear True Wireless Mini Microphone 2+ is compatible with our Baha 5, Baha 6 Max and Baha 7 Sound Processors. It is designed to improve hearing over distance and in noisy listening situations, such as restaurants, in meetings, in school, and at home. The Mini Microphone 2+ can be worn by a speaker by clipping the device to an item of clothing or a lanyard close to the speaker's mouth. It automatically becomes a multi-directional microphone when placed horizontally on a table or other level surface.



Set up the Mini Microphone 2+

1. **Charge the Mini Microphone 2+**

   It is recommended to fully charge the Mini Microphone 2+ before using it for the first time.

   To charge the device, use the supplied USB-A to micro-USB cable, plugged into USB socket (D) and power plug. The USB-A plug can alternatively be inserted into any suitable power source.

   Charging may take 3 hours, depending on initial state of battery.

2. **Pair the Mini Microphone 2+ to your sound processor**

   Turn off your sound processor(s).¶

   Turn on Mini Microphone 2+ using the button locate on top next to the LED (A).

   Use the tip of a pen to press the pairing button (E) on the back of the Mini Microphone 2+ until the LED (A) starts flashing blue in short intervals.

   Turn on your sound processor(s).¶

   When pairing is complete, the LED (A) on the Mini Microphone 2+ will stop flashing and you will hear confirmation beeps in your sound processor.

   When pairing is complete, the LED (A) on the Mini Microphone 2+ will stop flashing and you will hear confirmation beeps in your sound processor.

3. **Connect the Mini Microphone 2+ to other audio sources**

   The Mini Microphone 2+ can be connected via cable to another audio device (H), directly to Telecoil systems, or to FM system (G) using an adapter. Press the Mode button (F) on the back of the Mini Microphone 2+ to cycle through the different options.

Use the Cochlear True Wireless Mini Microphone 2+

Stream

Press and hold down the button (long press) on your sound processor(s), until you hear a melody played to activate streaming. To stop streaming, briefly press and release the button on your sound processor. You may need to do this separately for each sound processor.

Note: If no audio is streamed from your audio source, the sound processor will automatically revert to a default program after some time.

Adjust the volume

The sound level is set to provide a comfortable listening level from the moment it is activated. To raise or lower the volume: press the '+' or '-' buttons (B & C).

Support

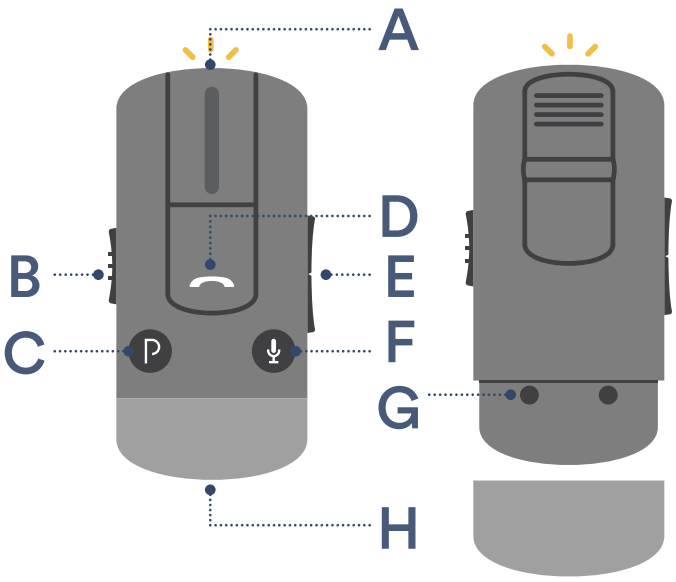
For full details about the Cochlear Wireless Mini Microphone 2+ or sound processor, please refer to the user manuals.

Stream via wireless devices

Cochlear True Wireless Phone Clip

The Cochlear True Wireless Phone Clip allows for hands-free calling direct to your sound processor, or to stream audio from a Bluetooth enabled device. In addition, it functions as a remote control so you can change program or adjust volume on your sound processor.

Note: The Phone Clip is a personal device and can only be connected to a single sound processor or a bilateral pair.



Charge the battery

The Phone Clip uses a rechargeable battery. Charge the battery for at least three hours before using it for the first time, even if the battery indicators indicate it is fully charged. The Phone Clip can be connected to the charger overnight as the battery cannot be overcharged. On average, the Phone Clip provides six hours of talk time or 80 hours of standby time when fully charged.

To charge the battery, plug one end of the included micro-USB charging cable into the Phone Clip (H) and the other to a power source.

Connect Phone Clip to your sound processor

1. Turn off your sound processor(s).¶
2. Turn on your Phone Clip by sliding the ON/OFF button (B) downwards.
3. Remove the silver cap on the Phone Clip and press the white pairing button (G) with the tip of a pen. The LED (A) will flash and pairing mode will be active for 20 seconds.
4. Turn on your sound processor(s).¶
5. Successful pairing will be indicated by an audible melody played in your sound processor(s).
6. Your Phone Clip is now connected to your sound processor, and you can proceed to the next section and connect it to your smartphone.

Connect Phone Clip to your smartphone

1. Turn on your Phone Clip by sliding the ON/OFF button (B) downwards.
2. Remove the silver cap on the Phone Clip and press the blue pairing button with the tip of a pen. The LED (A) will flash and pairing mode will be active for 2 minutes.
3. On your smartphone, ensure Bluetooth is on and select to search for new Bluetooth devices (refer to your smartphone user guide).
4. Select “Hearing Aid Phone” from the list.
   - a. If your smartphone asks for a passcode, enter “0000” (four zeros).
   - b. If your smartphone asks which Bluetooth service you wish to enable, select “Headset.”
5. Your Phone Clip is now connected to your smartphone and you are ready to use the Phone Clip.

Use the Cochlear True Wireless Phone Clip

Incoming calls

- To answer a call, press once on the Call button (D).
- To decline a call, double-click on the Call button (D).

During a call

- To transfer a call started on your phone to the phone clip, press once on the Call button (D).
- To put a call on hold, press and hold the Call button (D) for two seconds.

To make a call

- To redial the last number, double-click on the Call button (D).
- To activate voice dialing, press and hold the Call button (D) for two seconds.

Note: When you’re not on the phone, the Phone Clip can also be used as a simple remote control for your sound processor(s).

Use the Phone Clip as a remote control

- Use the volume buttons (E) on the side of the Phone Clip to adjust the volume on the sound processor.
- Press the microphone button (F) to mute and unmute the sound processor volume.
- Press the Program button (C) one or more times to toggle through the sound processor programs, or long-press to activate streaming from a connected TV Streamer or Mini Microphone 2+.

Support

There are some situations where you might experience issues with the connection between your sound processor and a streaming source. Always start by checking that the sound processor battery is fresh. When the battery level is too low, the sound processor will automatically turn off streaming capabilities to save power.

Connection to a smartphone is lost

If the connection between your sound processor and smartphone is lost there could be a conflict with other connected Bluetooth devices. Try turning off the other devices, then restart your sound processor. If that doesn't work, revisit the pairing guidance under the relevant section in this guide.

If you experience connection problems after updating the operating system of your compatible smartphone, unpair the sound processor, restart Bluetooth on your smartphone and revisit the pairing guidance under the relevant section in this guide.

Connection to a wireless accessory is lost

Audio must be actively streaming from your wireless accessory, or else the sound processor will automatically revert to the default program.

Connection is lost after changes to sound processor

If you experience connection problems after having updated the firmware on your sound processor or changed the settings of your sound processor, unpair the sound processor, restart Bluetooth on your smartphone and revisit the pairing guidance under the relevant section in this guide.

Customer Service

For support, visit www.cochlear.com/customer-service to find the contact information for your local Cochlear Customer Service team.

Hear now. And always

Cochlear is dedicated to helping people with moderate to profound hearing loss experience a world full of hearing. As the global leader in implantable hearing solutions, we have provided more than 750,000 devices and helped people of all ages to hear and connect with life's opportunities.

We aim to give people the best lifelong hearing experience and access to next generation technologies. We collaborate with leading clinical, research and support networks to advance hearing science and improve care.

That's why more people choose Cochlear than any other hearing implant company.

The Baha 7 Sound Processor is compatible with the Cochlear Wireless Accessories including the Multi-Mic+, TV-Streamer+, Mini Mic 2+, Remote Control 2, TV Streamer and Phone Clip.

¶ For detailed instructions on how to turn your sound processor ON or OFF, please refer to its user manual.

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+ Remote Assist for Baha for compatible Baha sound processors is intended for a follow-up adjustment or setup of a replacement or upgrade sound processor for suitable qualified patients based on clinical judgment. Only available at clinics that have enrolled in Remote Care.

§ As Bluetooth LE Audio compatible devices become available, a sound processor firmware update will be required to use certain features.

Auracast™ broadcast audio capability is subject to third party adoption of the Auracast protocol.

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^ For complete smartphone compatibility information, please visit www.cochlear.com/compatibility

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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.

For complete smartphone compatibility information, please visit www.cochlear.com/compatibility

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