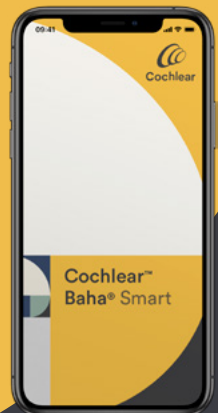




Cochlear®
Hear now. And always

**Empowering you in
everyday moments**

**Getting started:
Cochlear™ Baha®
Smart App**



Contents

Get connected

PAGE 6

- Compatibility
- Initial setup
- Create a Cochlear Account and log in to the app

Control your device

PAGE 14

- Adjust volume
- Change program and activate streaming from True Wireless™ devices
- View sound processor status
- Update your sound processor firmware

Personalize your hearing experience

PAGE 20

- Additional support and resources through your Cochlear Account
- Sound adjustments and create favorites
- Hearing Tracker
- Simulate signals
- Find a lost processor

Device registration

PAGE 28

- Device Registration

Remote Care

PAGE 34

- Clinic association
- Remote Assist

Resources

PAGE 40

- Baha Smart App for iOS
- Baha Smart App for Android
- Cochlear Recipient Solutions Manager (RSM) Program
- Troubleshooting



Learn how the Baha® Smart App can help you get the most out of your sound processor



Benefits of using the Cochlear™ Baha® Smart App

Use the Baha® Smart App to control your compatible* Baha sound processor and adjust volume, change program, and activate streaming from Cochlear True Wireless™ devices. You can also create customized listening programs (“Favorites”), find a lost processor, view your sound processor usage and other data in Hearing Tracker, and access care remotely with your clinician through Remote Assist.†

Create a Cochlear Account and log in to Baha Smart App to access all available features and personalize your hearing experience. You can use your Cochlear Account to access Cochlear Family, the Cochlear Online Store, as well as services and promotions for you and your device. Creating a Cochlear Account is free and you’ll have access to a range of services and resources to help achieve your full hearing potential. It is part of Cochlear’s lifetime commitment to you.

Baha Smart App features:

- Change programs on your sound processor
- Activate wireless streaming
- Adjust the volume on your sound processor and Cochlear True Wireless™ Devices
- View sound processor status and usage
- Access support information and receive daily tips
- Update your sound processor firmware
- Use your Apple Watch® app (iOS only)
- Adjust bass/mid/treble using the equalizer
- Access preset programs for different listening situations
- Create a Favorite program
- Link a Favorite program to specific locations (iOS only)
- View datalogging in Hearing Tracker
- Simulate sound processor signals
- Locate a lost sound processor
- Self-manage device registration and clinic association
- Join a Remote Assist* session via live video, voice and chat (Baha 6 Max Sound Processors only)

* For compatibility information visit www.cochlear.com/compatibility

† 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. Clinic must be enrolled in Remote Care to participate.

Get connected



Compatibility

The Baha Smart App works with the Baha 5* generation sound processors and the Baha 6 Max Sound Processor and compatible Apple and Android devices. For compatibility information, visit www.cochlear.com/compatibility

For iOS users

You first need to pair your sound processor to your iPhone before connecting your sound processor to the Baha Smart App. Please see section “Baha Smart App for iOS: Pairing your sound processor to your Apple device” for more information.

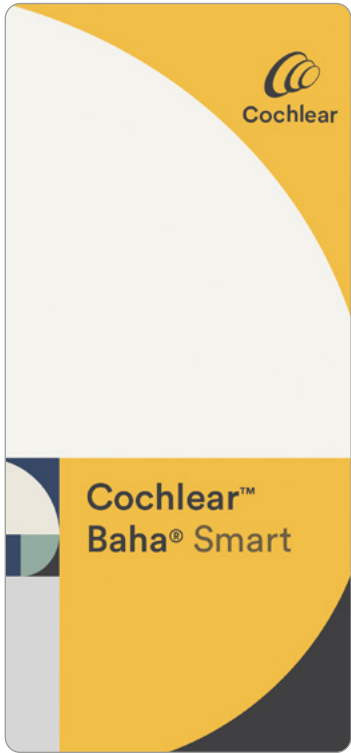
For Android users

The sound processor is paired in the Baha Smart App. Before you start pairing, make sure your sound processor has a fresh battery. Turn off any paired True Wireless devices and ensure your sound processor is turned off.

*Not all features in the app will be available for Baha 5 users. The app will not allow mixed bilateral control (Baha 5/6).

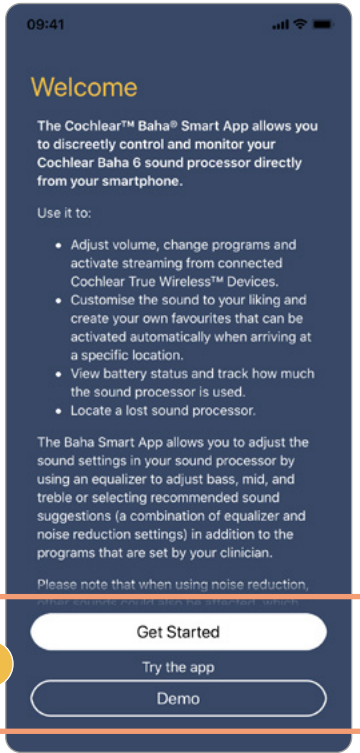


Initial setup



1

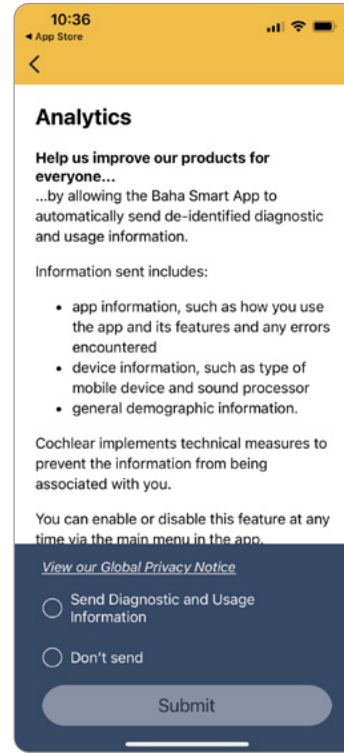
Download, install and open the app. The Baha Smart App is free to download from App Store and Google Play.



2

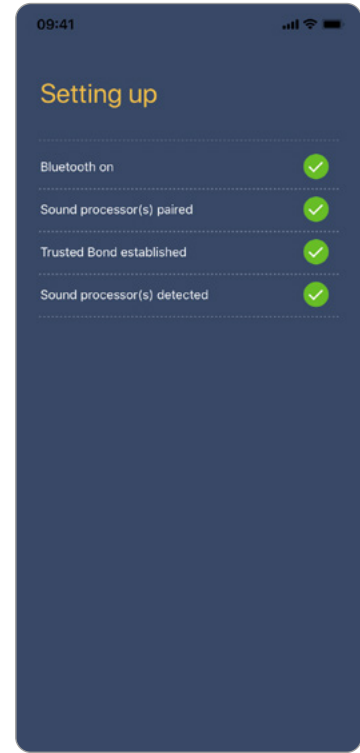
2

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

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.



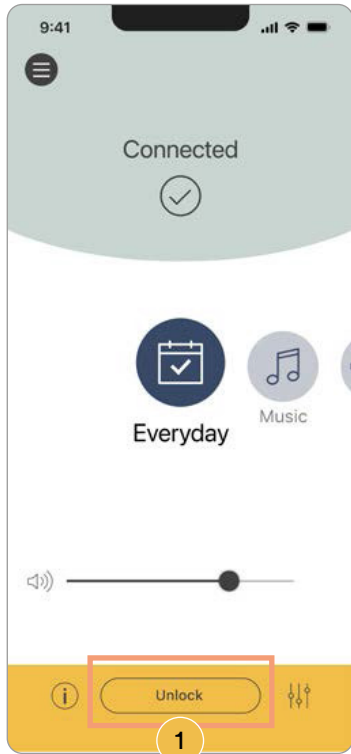
4

Follow the Guided Connect Workflow to establish a secure connection between the sound processor and the app. 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 and you are now ready to run the Baha Smart App in Basic Mode.

Allow the app to access your location in order to help you locate a lost sound processor. **Allow the app to send you notifications** in order to receive battery and connection warnings, tips on how to achieve the best hearing experience, as well as allow Remote Care.

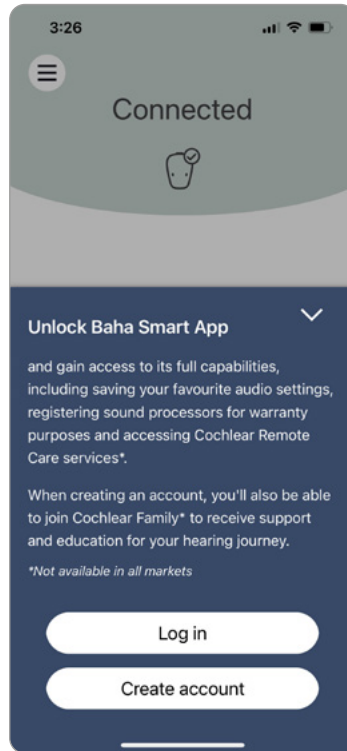


Create a Cochlear Account and log in to the app



1

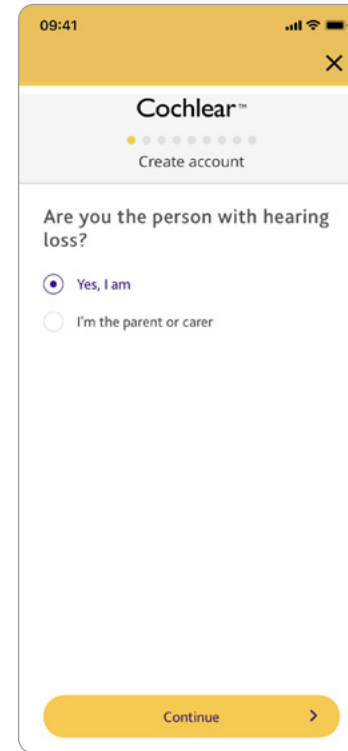
Tap **Unlock**.



2

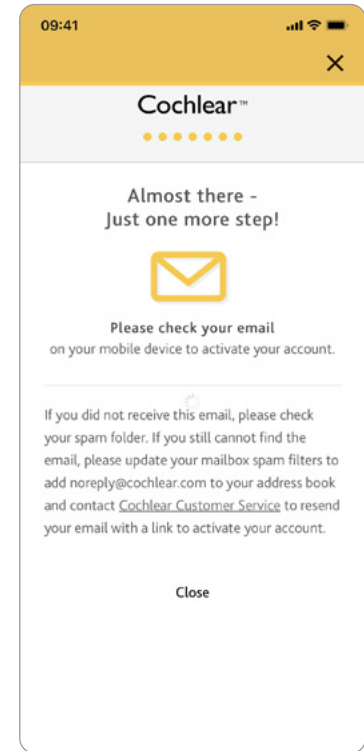
If you do not have a Cochlear account: select **Create account** then proceed to step 2.

If you already have a Cochlear account: select **Log in** then skip to step 5.



3

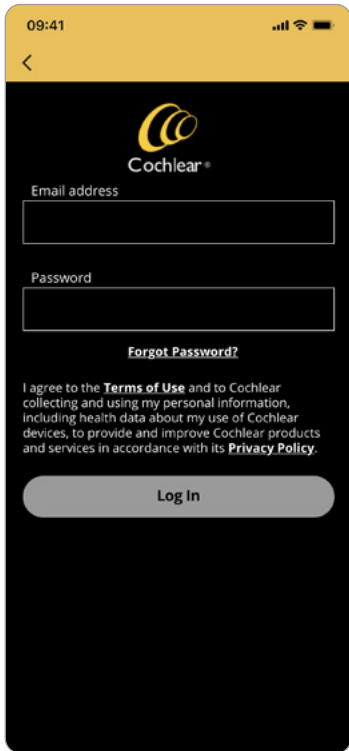
To create an account, select **Yes, I am** if you are the recipient and 13 years or older. Select **I'm the parent or carer** for younger recipients not old enough to have their own account and there will be a parent or carer managing the recipient's account. Follow the on-screen instructions to proceed to create the account.



4

After you submit your details, you will receive a confirmation email with a link to activate your account. If you do not receive an email, check your Spam or Junk folder.

Note: Confirming your account by clicking the activation link in the email is a mandatory step in order to complete account creation and log in to the app.









5

Enter your email and password, then tap **Log in**.

Additional support and resources through your Cochlear Account

After you have created a Cochlear Account, you can use that login for everything Cochlear—the Baha Smart App, Cochlear Family, and the online Cochlear Store.

Cochlear Account benefits

-  Your Cochlear Account: personalized webpages with your equipment and warranty information.
-  Service plans: see the status of your warranty and protect your investment.
-  Cochlear Family Newsletter: a monthly email with resources, tips and stories from recipients.
-  Exclusive promotions: learn about exclusive promotions before anyone else.
-  Cochlear Online Store: visit the store 24/7 by logging in to purchase accessories, maintenance items and more
-  Create a card: create your own personalized Cochlear Family card to carry with you that includes TSA travel and MRI information.



Access the resources available to you by visiting www.cochlear.us/cochlearfamily1

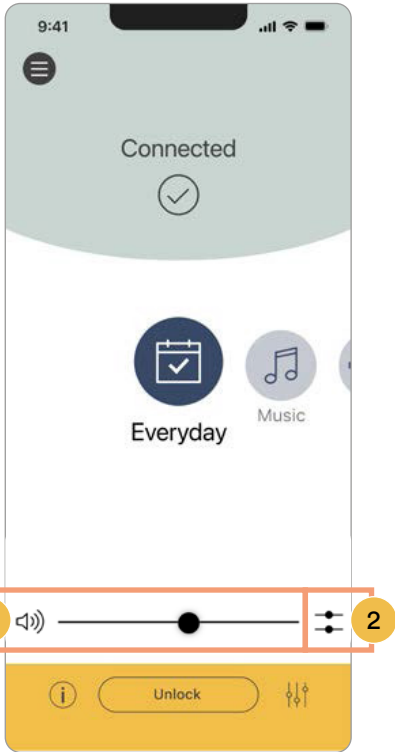
Control your device

- Adjust the volume on your sound processor and Cochlear True Wireless™ Devices
- Change programs on your sound processor
- Activate wireless streaming
- View sound processor status and usage
- Update your sound processor firmware





Adjust volume

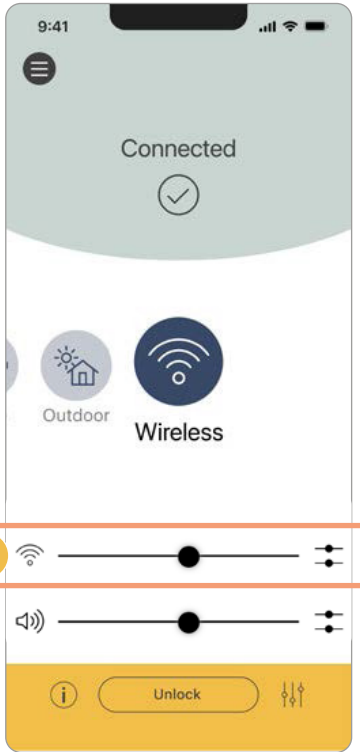


1

Use the volume slider to adjust the sound processor volume or tap the speaker icon to mute.

2

If you have a bilateral configuration, tap the horizontal sliders icon to expand and gain access to the individual volume sliders.



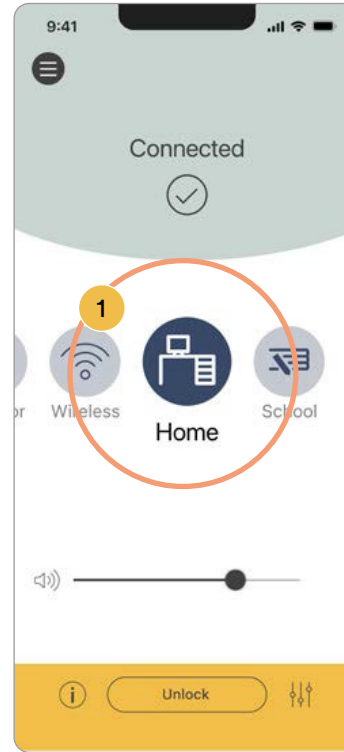
3

3

To adjust the volume of audio that is streamed from True Wireless devices, use the volume slider or tap the corresponding icon to mute.



Change program and activate streaming from True Wireless devices



1

1

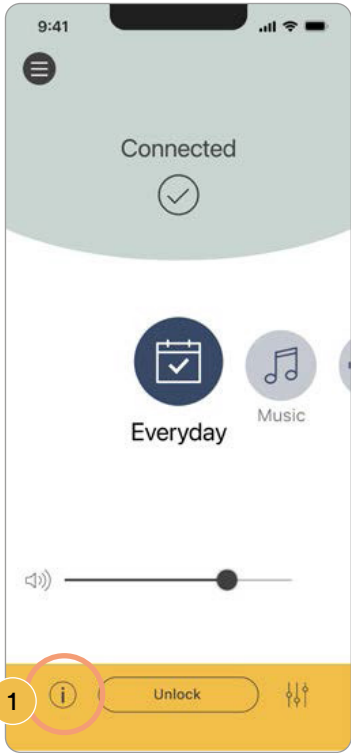
In the Program selector in the middle of the screen, you can see all available sound processor programs, paired True Wireless devices and created Favorites.

Swipe the Program selector left or right, and tap to select the program you want to change to, the True Wireless devices you want to listen to, or the Favorite you want to apply.

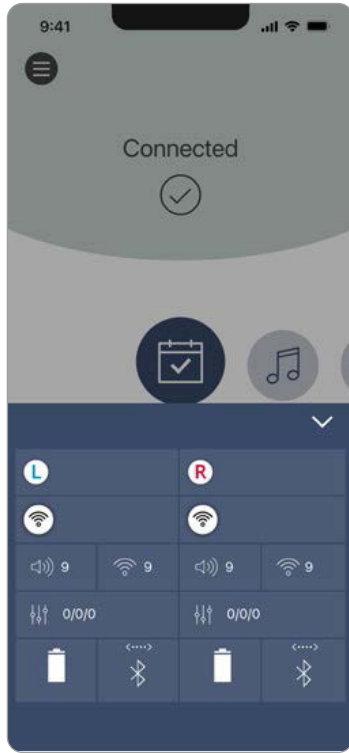
Note: Favorites are only available after logging in with your Cochlear Account.



View sound processor status



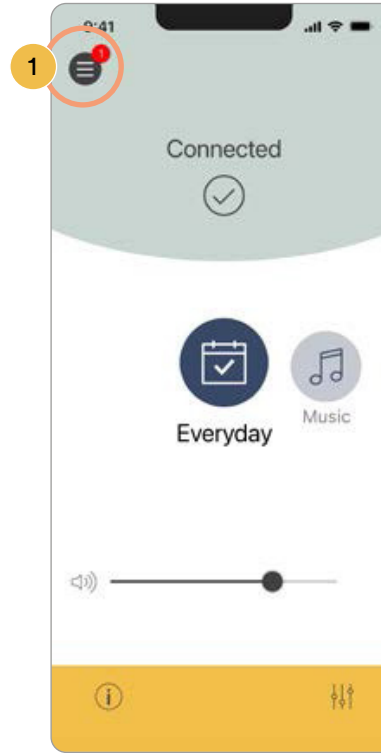
1 Tap the information icon to see current sound processor status.



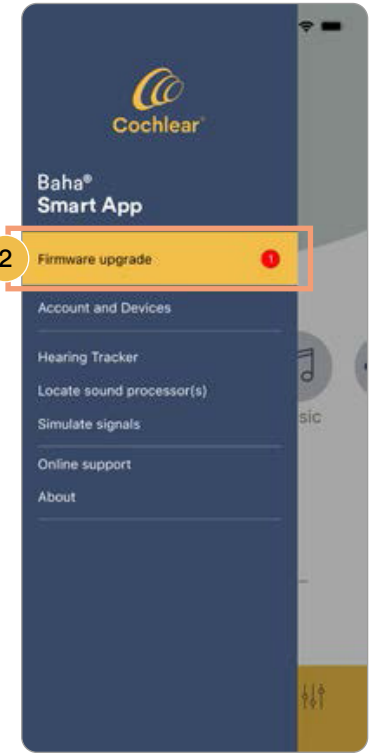
2 The status screen shows current program, volume level etc. This can be very useful if you are a parent/ carer of a Baha recipient.



Update sound processor firmware



1 A notification on the Baha Smart App icon will inform you that there is an action you need to address. When you open the app, tap the settings menu icon on the Home screen in the top left corner to expand the main menu.



2 The Baha Smart App allows you to perform minor updates to your sound processor firmware. For major updates, you may still need to visit your clinic. Tap **Firmware upgrade** to start the firmware update workflow and follow the in-app instructions.

Personalize your hearing experience

Log in with your Cochlear Account to access features that allow a more personalized experience.

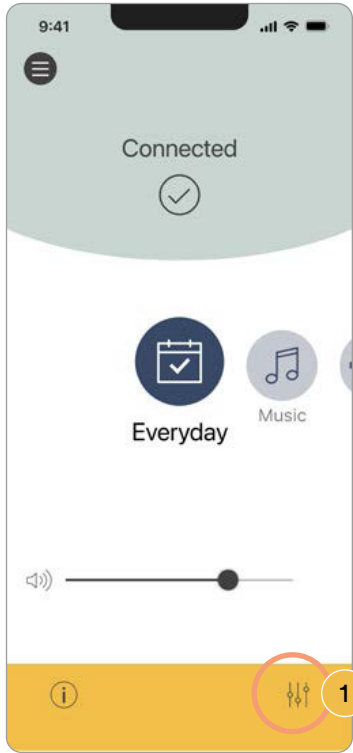
- Adjust sound using the equalizer
- Access preset programs for different listening situations
- Create a Favorite program
- Link a Favorite program to specific locations (iOS only)
- View datalogging in Hearing Tracker
- Simulate sound processor signals
- Locate a lost sound processor
- Self-manage device registration and clinic association
- Join a Remote Assist* session via live video, voice and chat (Baha 6 Max Sound Processors only)

*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. Clinic must be enrolled in Remote Care to participate.





Sound adjustments and create favorites



1

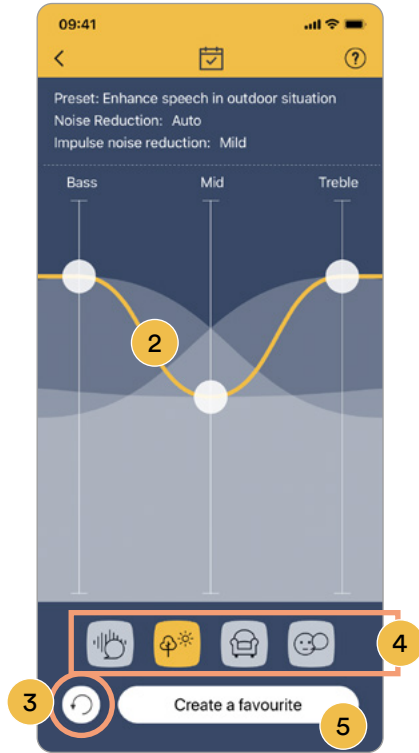
To make sound adjustments, tap the equalizer icon in the tab menu on the Home screen to adjust bass, mid and treble.

2

Move the sliders up or down to optimize the sound to the environment you are in.

3

Tap the icon to return to default (flat) settings.

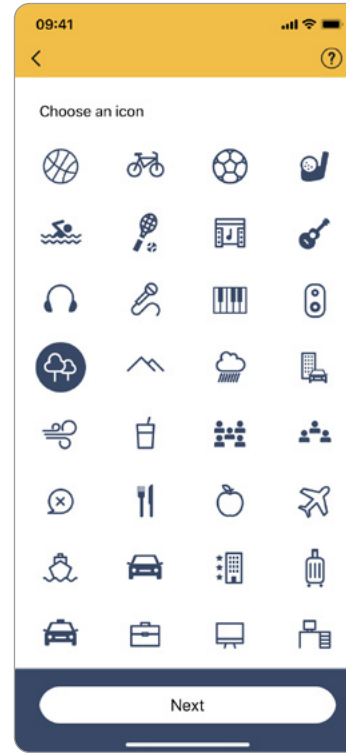


4

The app has some presets that could be useful in different sound environments. Presets contain a mix of noise handling settings and equalizer adjustments. Once you have selected a Preset, you can manually fine-tune the equalizer, but not the noise handling settings.

5

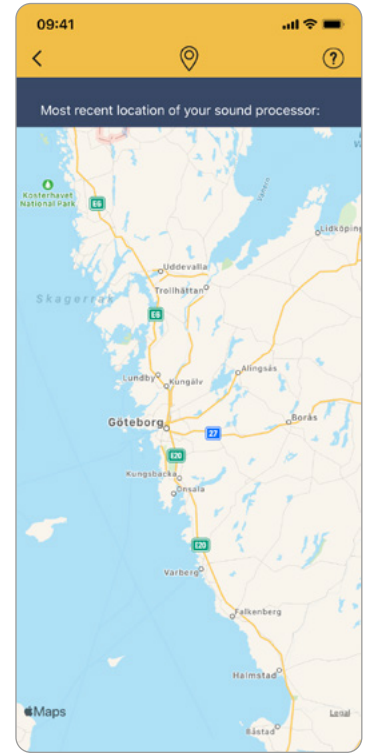
To save these settings as a Favorite in the app for easy access later, tap the **Create a favourite** button.



3

Choose an icon for your new Favorite, then tap **Next**.

Note: To access saved Favorites at a later time, swipe the Program selector left or right, and tap to select the Favorite you want to apply. Favorites are stored in the app and not on the sound processor.



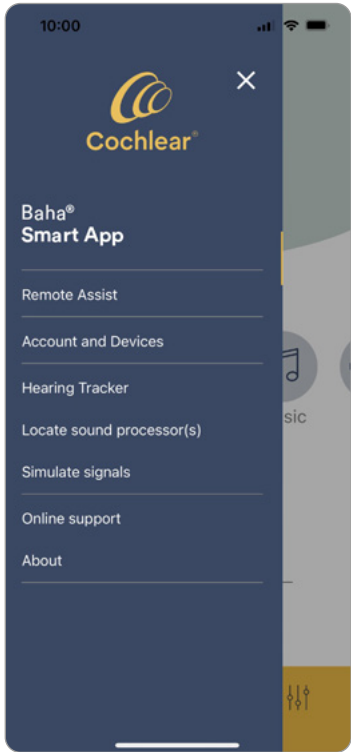
4

For iOS users, you may link your Favorite to a specific location, then tap **Done**. By default, your current location will be selected. If you would like to add a different location, you can swipe the map and pinch to zoom in or out. Pressing a new location on the map will set that location instead of your current location. When you arrive at the linked location, the app will automatically switch to that Favorite.

Note: Your mobile device needs internet connection to download maps and store your location.



Settings menu

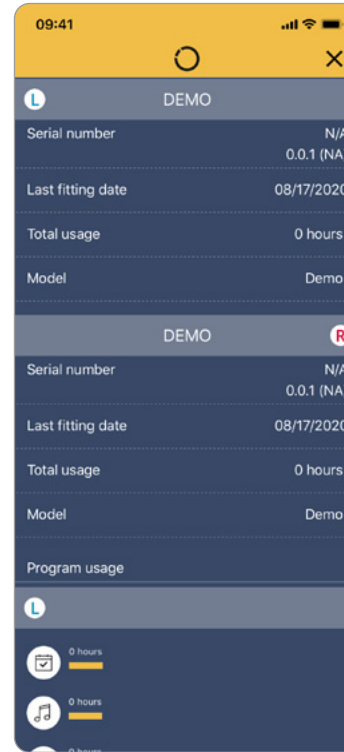


1

Additional features are available to you in the app's Settings screen by tapping the settings menu icon on the Home screen in the top left corner.



Hearing Tracker



1

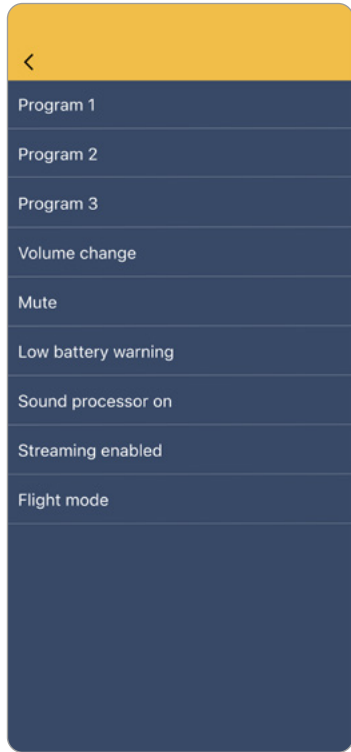
Tap the settings menu icon on the Home screen in the top left corner to expand the main menu.

2

Tap **Hearing Tracker** in the settings menu to track your sound processor usage, and to see the model and serial number of your sound processor.



Simulate signals



1

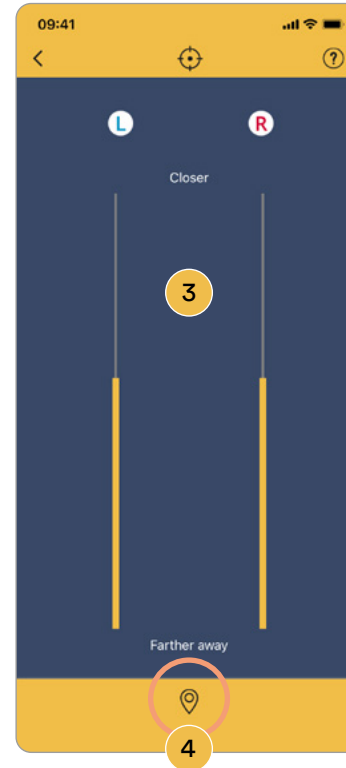
Tap the settings menu icon on the Home screen in the top left corner to expand the main menu.

2

Tap **Simulate signals** in the settings menu to simulate sound processor indicator (beeps and flashes).



Find a lost sound processor

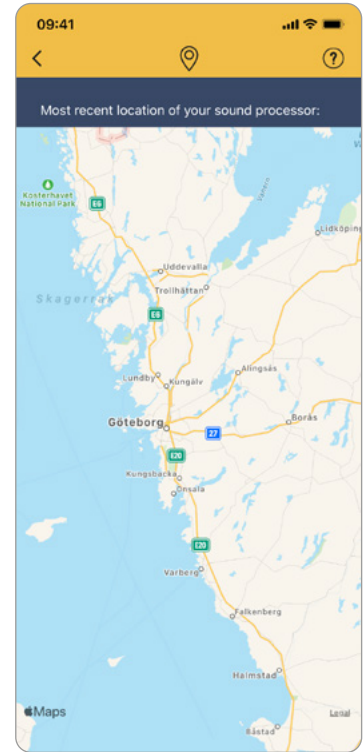


1

Tap the settings menu icon on the Home screen in the top left corner to expand the main menu.

2

Tap **Locate device** in the settings menu to locate a lost sound processor. Note: the app does not track the sound processor itself, but tracks the connection to the sound processor.



3

When the sound processor is on and connected to the smartphone, the app will show how close you are by using signal strength (the closer you get, the higher the bar(s) will be).

4

When the sound processor is off or too far away to connect to the smartphone, tap the pin icon at the bottom of the Locate Device page to open the map view. The map will show the last known location your phone had a connection with your sound processor.

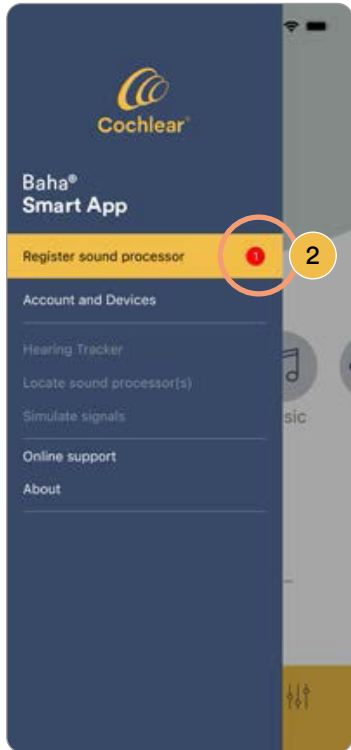
Device registration





Device registration

If you are registering two devices, you will register each sound processor separately.

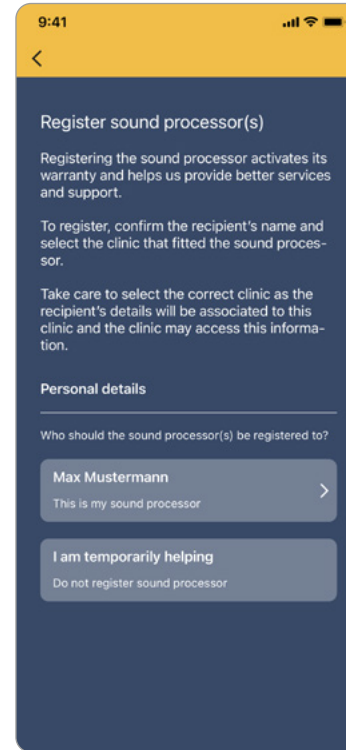


1

A notification on the Baha Smart App icon will inform you that there is an action you need to address. When you open the app, tap the settings menu icon on the Home screen in the top left corner to expand the main menu.

2

If your device is not yet registered, a red notification will appear in the menu. Tap **Register sound processor**.

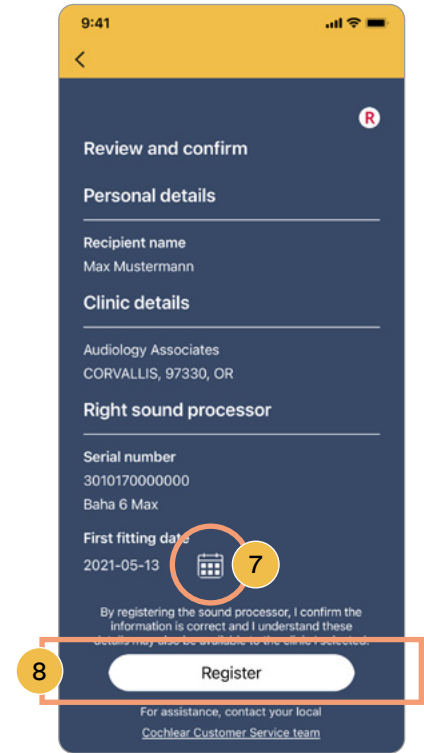
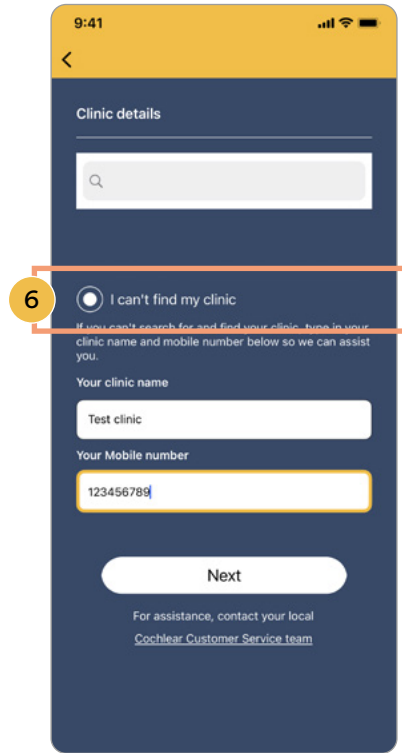
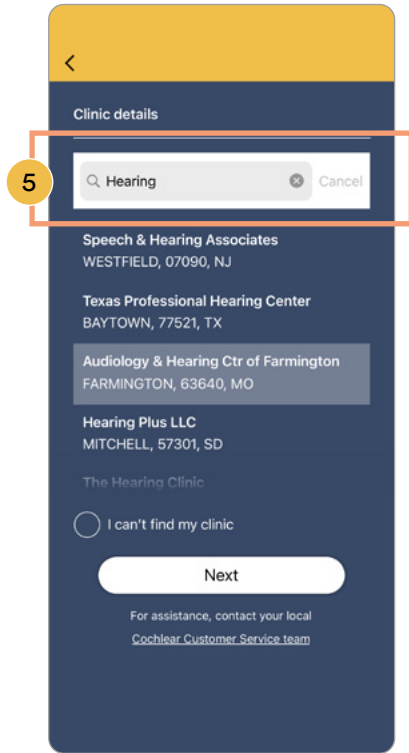
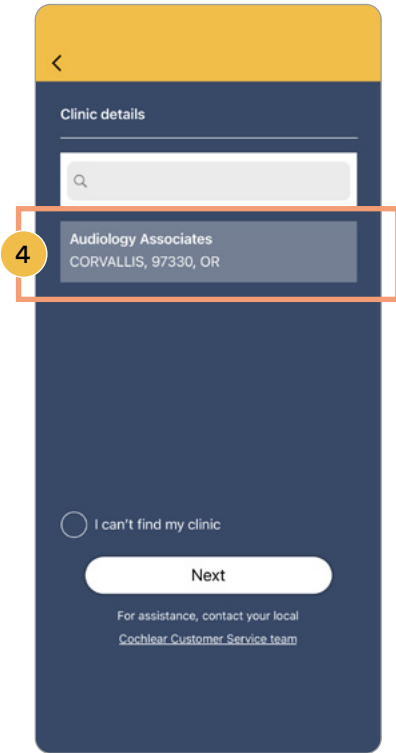


3

If you are the recipient, tap your name.

If you are a carer, confirm the name of the person you care for by tapping on the name.

Otherwise, tap **I am temporarily helping** to end the registration flow.



To associate your device with your clinic, follow step 4, 5, or 6.

4
If your app automatically populates the clinic's name, confirm by tapping **Next**.

5
If your clinic name does not appear, search for it in the search field, select it from the results, then tap **Next**.

6
If you can't find your clinic, tap on **I can't find my clinic** and enter your clinic's details manually, then tap **Next**.

7
If needed, you can adjust the date of your first device fitting by using the date picker.

8
Confirm your details and tap **Register**. Once your device is registered, the red notification will no longer appear.

Once your sound processor is registered, you will be able to access equipment and warranty information and use the Cochlear Online store.

Remote Care

Quality care, anywhere

Receive quality care from your clinician when it's convenient for you, without a trip to the clinic. Whether you're at home, at work, or away, you can now have a video appointment with your clinician using Remote Assist.

What to expect:

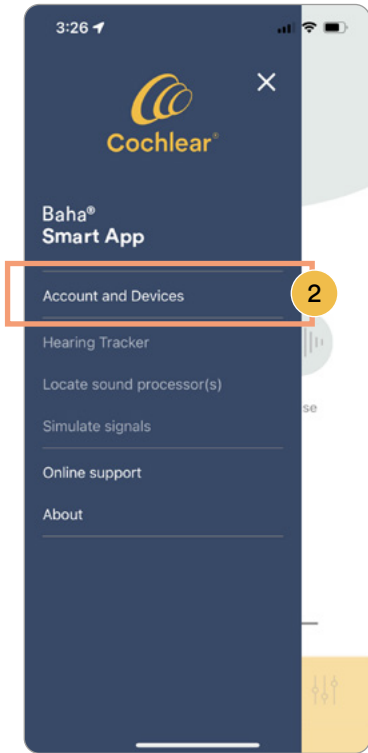
- Schedule a Remote Assist appointment with your clinician.
- When it's time for your appointment, your clinician will call you. Answer the video call as you would any other call.
- During the call, you can consult your clinician and receive support. If programming changes are needed, your clinician can connect to your sound processor and make adjustments.

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. Clinic must be enrolled in Remote Care to participate.





Clinic association

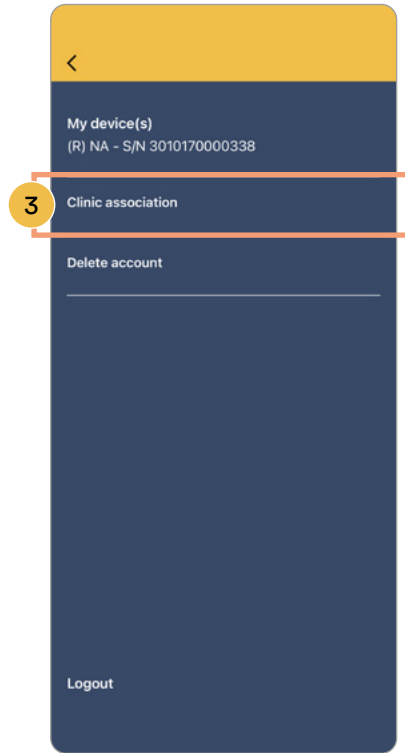


1

Tap the settings menu icon on the Home screen in the top left corner to expand the main menu.

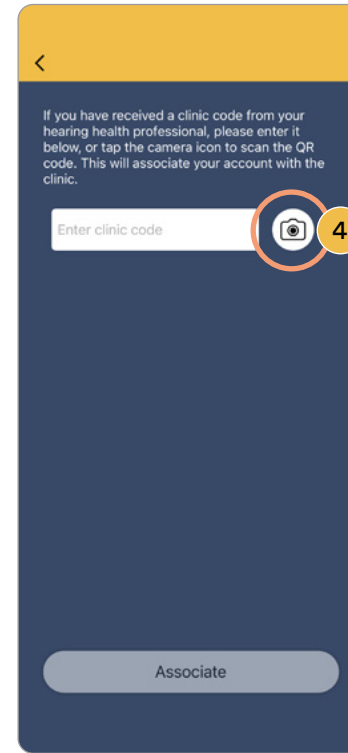
2

Tap **Accounts & Devices**.



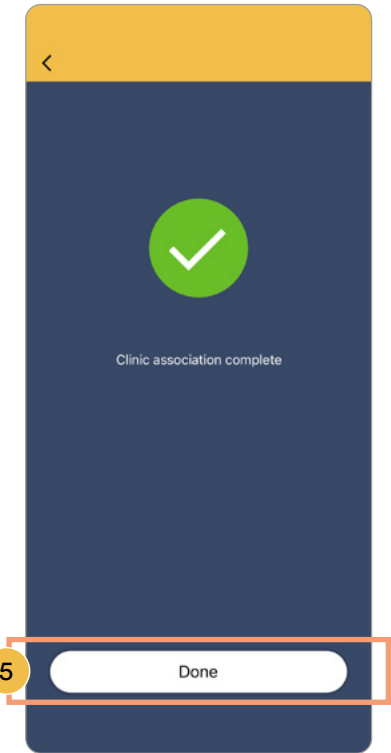
3

Tap **Clinic association**.



4

Tap the camera icon to scan the QR code or enter the code in the text box. Tap **Associate**.



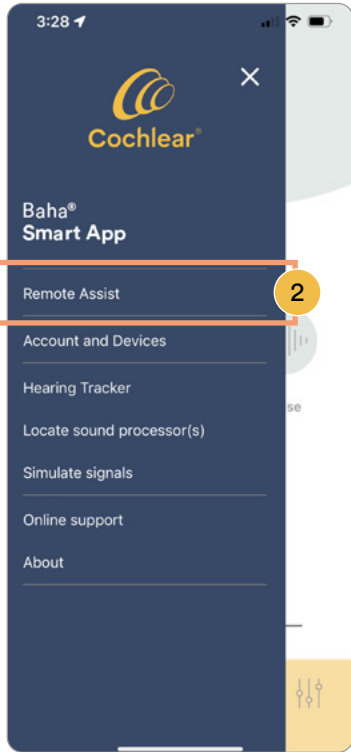
5

Tap **Done**.

Your clinician may send you a clinic QR code or number to enter into your Baha Smart App to ensure you are set up for Remote Assist.



Remote Assist

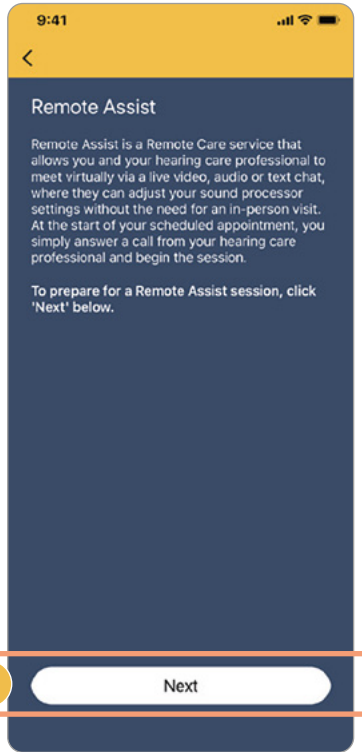


1

Tap the settings menu icon on the Home screen in the top left corner to expand the main menu.

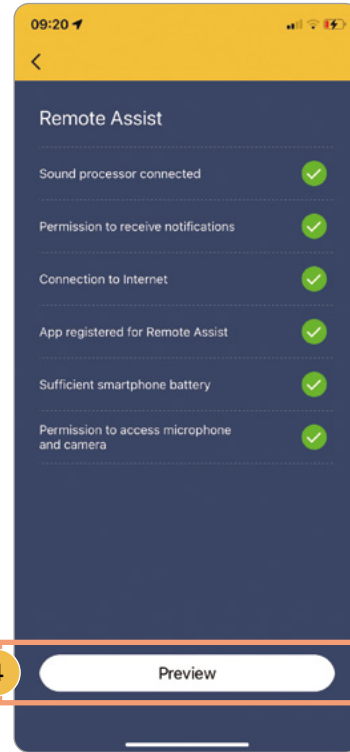
2

Tap **Remote Assist**.



3

Read through the information. Tap **Next**.



4

Complete the Remote Assist Checklist to prepare for your session. Follow in-app guidance to resolve any incomplete items in the checklist. Tap **Preview**.



5

Preview the camera and check background noise. Aim to be in an area where you are clearly visible in the camera view, and where the graph at the bottom of the screen is green or yellow. Avoid being in areas where the graph is red. If the app prompts you, please allow permission to access the camera and microphone so that you and your clinician can see and hear each other. Tap **Done**.

Complete steps 1–5 before your Remote Assist appointment.

When it's time for your Remote Assist appointment, your clinician will call you. Answer the video call as you would any other call.

Resources



Baha Smart App for iOS

Pair your sound processor to your Apple device

- 1 Make sure your sound processor has a fresh battery.
- 2 Completely close any open apps on your Apple device.
- 3 Turn off any paired Cochlear True Wireless devices.
- 4 Ensure your sound processor is turned off.
- 5 On your Apple device, 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 Apple device, tap **Hearing Devices**. If Bluetooth® functionality is turned off, tap to turn it on.
- 8 Your Apple device 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 name will appear together with R + L.
- 10 When the pairing window appears, accept the pairing request (or pairing requests if pairing bilateral sound processors).
- 11 Important: Wait (and do not leave the pairing screen) 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 (or wait for 120 seconds to be certain that the process has been completed).
- 12 Once paired, proceed with starting and connecting the Baha Smart App.

Updating iOS

If you experience problems after updating the iOS, unpair the sound processor, uninstall the app and restart your Apple device. Afterwards, start by pairing the sound processor, then download and install the app.

Unpairing your sound processor from your Apple device

- 1 On your Apple device, tap **Settings** → **Accessibility** → **Hearing Devices**.
- 2 Under Devices, tap name of your sound processor. Tap **Forget this device**.

Note: You may need to turn Bluetooth functionality off and on.

To pair your sound processor to the Baha Smart App, see section Initial setup on pages 8–9

Apple Watch®

Use the Apple Watch for quick access to adjust volume, or to change program, select a Favorite or activate streaming from Cochlear True Wireless devices.

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

Swipe left or right across screen to select program, activate streaming from wireless accessory or pick a favorite.

Use Digital Crown dial to adjust volume up or down (or mute by setting volume to 0).





Baha Smart App for Android

Updating OS

If you experience problems after updating the OS, unpair the sound processor, uninstall the app and restart your smartphone. Afterwards, start by pairing the sound processor, then download and install the app.

Unpairing your sound processor from your Android smartphone

1

From the app Home screen, tap the Main menu in the top left corner, the **Accounts & Devices**.

2

Tap **Forget device** or **Logout**, depending on whether app is run in Basic or Full Mode. This breaks the secure connection and unpairs your sound processor.

Note: You may need to turn Bluetooth functionality off and on.

To pair your sound processor to the Baha Smart App, see section Initial setup on **pages 8–9**

Cochlear Recipient Solutions Manager (RSM) Program

The Cochlear Recipient Solutions Manager Program is a team of trained Cochlear professionals who provide a best-in-class virtual learning experience for new hearing implant recipients looking to increase confidence with their new devices and to achieve hearing goals. Recipients who attend these educational sessions, offered in English and Spanish, can learn how to use smart apps and how to utilize the many resources available at Cochlear.



To connect with an RSM, visit
www.cochlear.us/rsmBSAguide



Troubleshooting

If you experience problems using the Baha Smart App, follow the guidelines below.

Baha Smart App won't connect to the Baha Sound Processor

The app provides on-screen instructions on how to resolve issues with connection. Make sure you are using the latest operating system (OS). Additionally, before you start pairing make sure your sound processor has a fresh battery. Turn off any paired True Wireless devices and stop streaming audio from your compatible smartphone to the sound processor.

Connection is lost

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 mobile device. Make sure Bluetooth is turned on and then restart the app.

The app should automatically reconnect. When connection is lost, follow the on-screen instructions to re-connect. If the app is unable to reconnect to the sound processor, follow instructions for unpairing your device and close the app. Then follow the Guided Connect Workflow for your device to repeat the pairing sequence.

Connection is intermittent

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. If connection is lost, tap the Status icon (i) in the bottom-left corner of the app to start a Guided Troubleshooting workflow.

I can't change programs

You may have lost connection to your sound processor. When connection is re-established you can change program again.

Favorites are no longer visible

There are some instances where your Favorites may be removed from the app, including

- If you have a follow-up with a hearing care professional and changes are made to your program(s).
- If you pair a sound processor with a different serial number to your smartphone (e.g. if you receive a replacement device).
- If you manually pair a True Wireless device to your sound processor.
- When you log out of the app.

I have two Baha 6 Max sound processors. Can I use the Baha 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). The app will not allow mixed bilateral control (Baha 5 generation sound processor on one ear and a Baha 6 Max Sound Processor on the other ear).

I have two or more smartphones. Can I run the Baha 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 a time to your sound processor(s).

Where can I find instructions on how to use the Baha 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. For more extensive support, visit www.bahasmartapp.com



For further support, visit
www.cochlear.com/customerservice

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 700,000 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.

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.

In the United States and Canada, the placement of a bone-anchored implant is contraindicated in children below the age of 5. The Baha must be fitted/used on a softband for recipients ages 5 and under.

The Cochlear Baha 6 Max Sound Processor is compatible with Apple and Android devices.

Cochlear Baha 5 sound processors are compatible with iPhone, iPad and iPod touch.

The Cochlear Baha Smart App is available on App Store and Google Play. For compatibility information visit www.cochlear.com/compatibility.

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. Clinic must be enrolled in Remote Care to participate.

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