

EN-GB English



Cochlear™ Osia® Smart App

User manual

Welcome!

The Cochlear™ Osia® System uses bone conduction to transmit sounds to the cochlea (inner ear) with the purpose of enhancing hearing. The Osia Smart App is a software application intended to remotely control and monitor the Osia 2 Sound Processor directly from a smartphone*.

With the Osia Smart App, you can discreetly change programs, customise the sound on your sound processor, and activate streaming from your compatible wireless audio sources.

*For an up-to-date list of compatible smartphones, please visit **www.cochlear.com/compatibility**.



Before you start

The Osia Smart App can be started in Demo Mode to allow you to explore it and learn its features without being paired or connected to your sound processor.

To use the Osia Smart App, you need to first pair your sound processor to a compatible smartphone and then connect the app to the sound processor.

Pairing to a compatible Android smartphone is managed through the App, whereas pairing to an iPhone is managed outside of the App (see Pair & Connect section for further instructions).

If you have two sound processors, they will need to be set up as a bilateral pair by your hearing care professional before they can be connected as a pair.

Consider security when connecting your sound processor to devices such as smartphones or tablets. Only connect to devices that are protected, e.g. password or PIN access control. Do not connect to devices that have had their operating system altered.



NOTE:

You can pair your sound processor with up to five compatible smartphones, but you can only control it from one device at any time.

If you replace your sound processor, you need to first un-pair it before pairing the new sound processor.

To use the App, you will need to accept Terms & Conditions and log in to the App using your Cochlear account. Follow instructions on screen.

Pair & Connect

Android

1. Download and install the Osia Smart App on your compatible smartphone.
2. Start the Osia Smart App and follow the instructions on the screen to log in, pair and connect the app to your sound processor.

To un-pair your sound processor, open the App, navigate to Settings and select 'Unpair'.

iPhone

1. Go to Settings/Accessibility/MFi Hearing Devices on your iPhone.
2. Restart your sound processor.
3. When your sound processor appears in the list, tap to select it.
4. Accept the pairing request on your iPhone.
5. You will hear an audio signal in your sound processor as a confirmation of a successful pairing.
6. Download and install the Osia Smart App.
7. Start the Osia Smart App and follow the instructions on the screen to log in and connect the app to your sound processor.

To un-pair your sound processor, go to Settings/Accessibility/MFi Hearing Devices on your iPhone. Select your sound processor in the list, then tap on 'Forget device'.

Using the App

Controlling your sound processor

Program & Streaming

The App automatically displays all your sound processor programs and paired Cochlear Wireless Accessories. Simply select the corresponding icon to change program or activate streaming.

Volume

To adjust the volume of your sound processor, use the volume slider. Use the Mute function to mute or un-mute the sound that is delivered.

You can adjust the ratio between the audio that is picked up by your sound processor microphone and the audio that is streamed from your wireless accessories.

If you have a bilateral configuration, you can adjust the balance between your right and left sound processor.

Bass/Mid/Treble

The App allows you to select presets for specific situations or environments, or fine-tune bass, middle and treble. These adjustments do not alter the programs your hearing care professional has created and can be stored in your App for easy access.

Troubleshooting

I can't pair my sound processor to my smartphone or connect my sound processor to the App.

Or

I updated the operating system on my smartphone and cannot connect anymore

Always make sure your sound processor is turned ON, is nearby and has a fresh battery. Follow instructions in the sound processor user manual on how to restart your sound processor.

Issue is not resolved

1. Completely close the App
2. Restart the App

Issue is not resolved

1. Un-pair the sound processor from your smartphone
2. Un-install the App from the smartphone
3. Install the App
4. Pair the sound processor to your smartphone

Issue is not resolved

1. Ensure your smartphone is compatible
(see **www.cochlear.com/compatibility**)
2. Contact Cochlear Customer Service
(**www.cochlear.com/customer-service**)

Key to symbols



Manufacturer and date of manufacturing



Catalogue number

Rx Only

By prescription



CE registration mark with notified body number



Refer to instruction manual




Authorised representative in the European Community

Certification


The year in which authorisation to affix the CE mark was granted was 2020.




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