Cochlear®
Hear now. And always

Getting started guide

Cochlear™ Baha® Smart App

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Cochlear™ Baha® Smart App

The Cochlear™ Baha® Smart App empowers you to manage your own hearing experience by giving you control over your sound processor and wireless devices. The Baha Smart App is also your gateway to Cochlear's Remote Care services, so you can meet and have adjustments made by your hearing health professional (HHP) from home, without having to travel to the clinic.

Availability

The Baha Smart App is free to download from App Store and Google Play in countries where it's available. Simply search for **'Baha Smart App'** and follow instructions on how to download and install.

Compatibility

The Baha Smart App works with compatible Baha sound processors and compatible iPhone or Android™ devices.

Cochlear Remote Care services is not available in all countries and are only available for Baha 6 Max and Baha 7 sound processors.

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

Online support

For access to additional information, please visit **www.bahasmartapp.com**
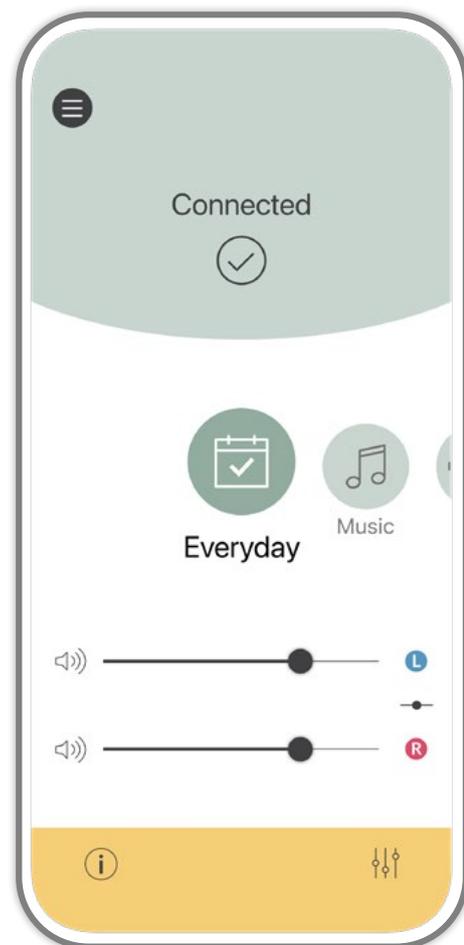
Getting started

Note: When you pair your sound processor to your compatible smartphone, you could also start to receive audio streaming including phone calls, music and notifications.

To adjust your audio streaming settings, please refer to your smartphone's instructions.

Before you start

- Make sure your sound processor has a fresh battery.
- Make sure your sound processor is turned off.

Getting ready to connect

For **iPhone** users, to use the Baha Smart App you will first need to pair your sound processor(s) in your iPhone's System Settings. Please consult your iPhone instructions for pairing Bluetooth Hearing Devices.

Note: Wait for pairing confirmation to be heard in the sound processor before proceeding. A series of six 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).

For **Android** users, the Baha Smart App will guide you through pairing as part of the initial app setup.

Connecting your app to your sound processor

Once installed, tap the icon to open Baha Smart App and follow the steps below.

Getting connected

Read the Welcome screen and then tap 'Get started', or select 'Demo' to try the app without connecting a sound processor.

You will be asked to enable notifications and location access to allow the app to connect to your sound processor(s), present low battery warnings, and access Remote Care* services.

Read the Analytics statement and choose whether to send diagnostic and usage information to Cochlear. The information is de-identified and helps us improve our products. The choice does not impact your ability to use the app. You can find out more at **www.cochlear.com/privacy**

The app will then guide you through the steps to connect your sound processor(s).

After connection

Once you have completed connection, you can log in with your Cochlear Account, or create one for free. Some features of the app require logging in to unlock. If you choose not to log in, you will still be able to adjust volume and change programs on your sound processors.

Sound processor registration

Once you have logged in, the app will check if your sound processor has been registered for Warranty purposes and for access to Cochlear online and Remote Care purposes.

If it hasn't, the app will prompt you to register and guide you with on-screen instructions.

To register, confirm the recipient's name and the date the sound processor was first fit, then select the clinic that fitted the sound processor.

Note: Ensure you select the correct clinic as the recipient's details will be associated to this clinic and the clinic may access this information.

If you've previously used a Cochlear online service, such as the online store, you may already have a Cochlear Account. You may be able to use the same email address and password to log in to the Baha Smart App.

To check whether you have a Cochlear Account or which email address is associated with it, contact your local Cochlear customer service team for assistance. Visit www.cochlear.com/customer-service.

To change your password, open the main menu, select Account and Devices and tap 'Change password'. The login screen will open up. Tap 'Forgot password? and follow the on-screen instructions.

* Not all features, including Remote Care services, are available in all countries.

Logging in to unlock features

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

- Adjust bass, mid, and treble using the equalizer
- Save adjustments as Favourites
- Access Presets for different listening situations
- Link Favourites to specific locations (iOS only)
- View datalogging in Hearing Tracker
- Locate a lost sound processor
- Simulate sound processor signals
- Self-manage device registration and clinic association
- Access Cochlear Remote Care services (where available).

If you choose to not log in, you can still change program, adjust volume and view battery status.

Your personal information will be handled in accordance with our Global Privacy Notice. For more information visit **www.cochlear.com/privacy**.

Tap the 🔒 **Unlock** button in the footer area to unlock the app's full capabilities.

Using the app

Home screen

The home screen contains the most frequently used features of the Baha Smart App. Here you can change programs, adjust volume and check your sound processor status, as well as navigate to additional features of the app.
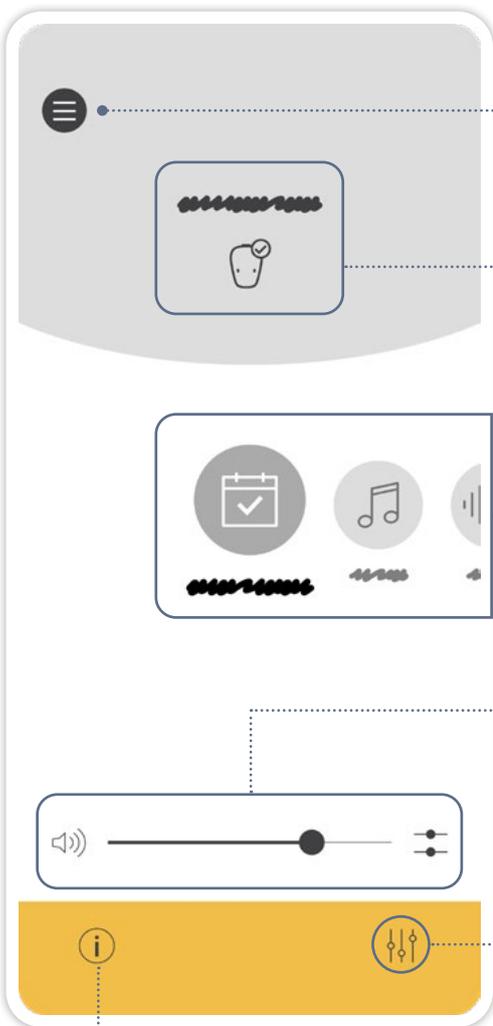
Useful information and additional features are available via the main menu.

Current Status, including low battery and connection warnings, is shown here.

You can tap on a warning icon to take action.

Select **Programs**, or **Favourites** you have created.

Volume controls

◁)) Tap to mute and unmute.

Tap to expand for separate left and right **L** **R** volume controls (bilateral users)

🔒 Tap to access **Bass, Mid, and Treble** adjustments and save the adjustments as Favourites.

Check program; sound processor and wireless accessory volume; bass, mid, and treble adjustments; battery level; connection status.
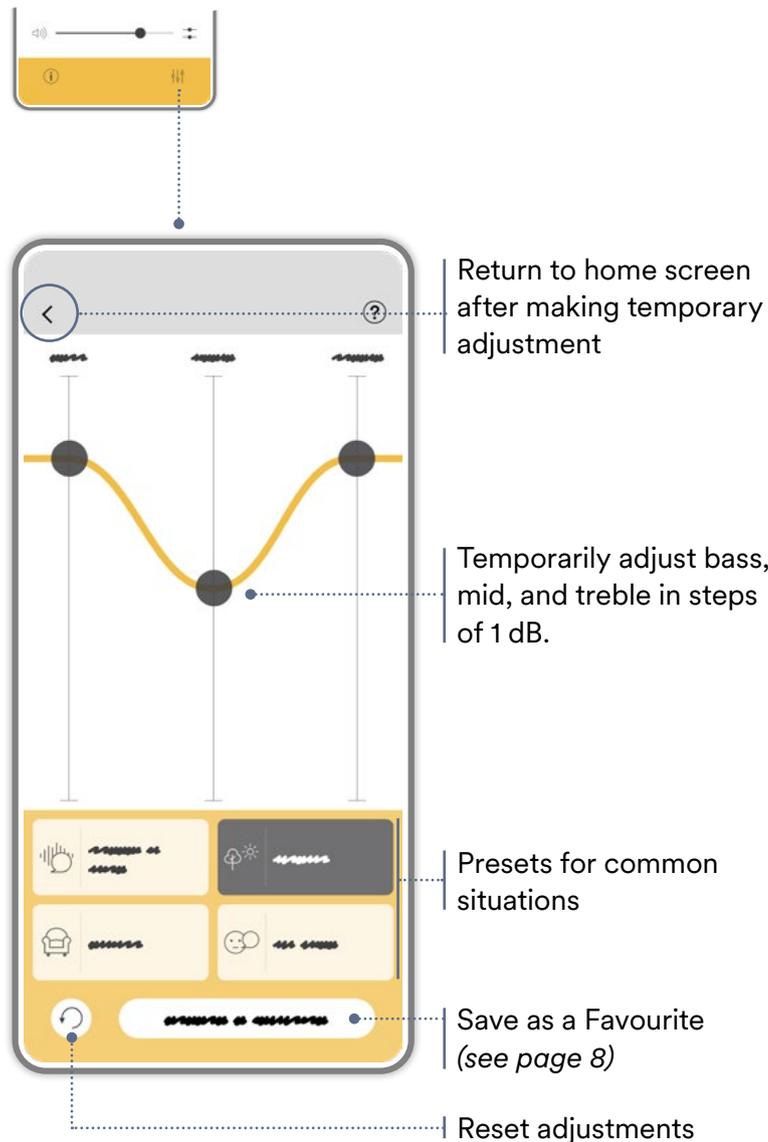
🔒 Must be logged in to unlock.

🔒 Adjustments

The Baha Smart App allows you to fine tune your hearing experience with temporary adjustments, or to save adjustments as Favourites, which are then available alongside your existing Programs on the app's home screen.

The Baha Smart App has several presets, which are a combination of equaliser and noise reduction settings that we believe are suitable to achieve certain outcomes in certain situations.

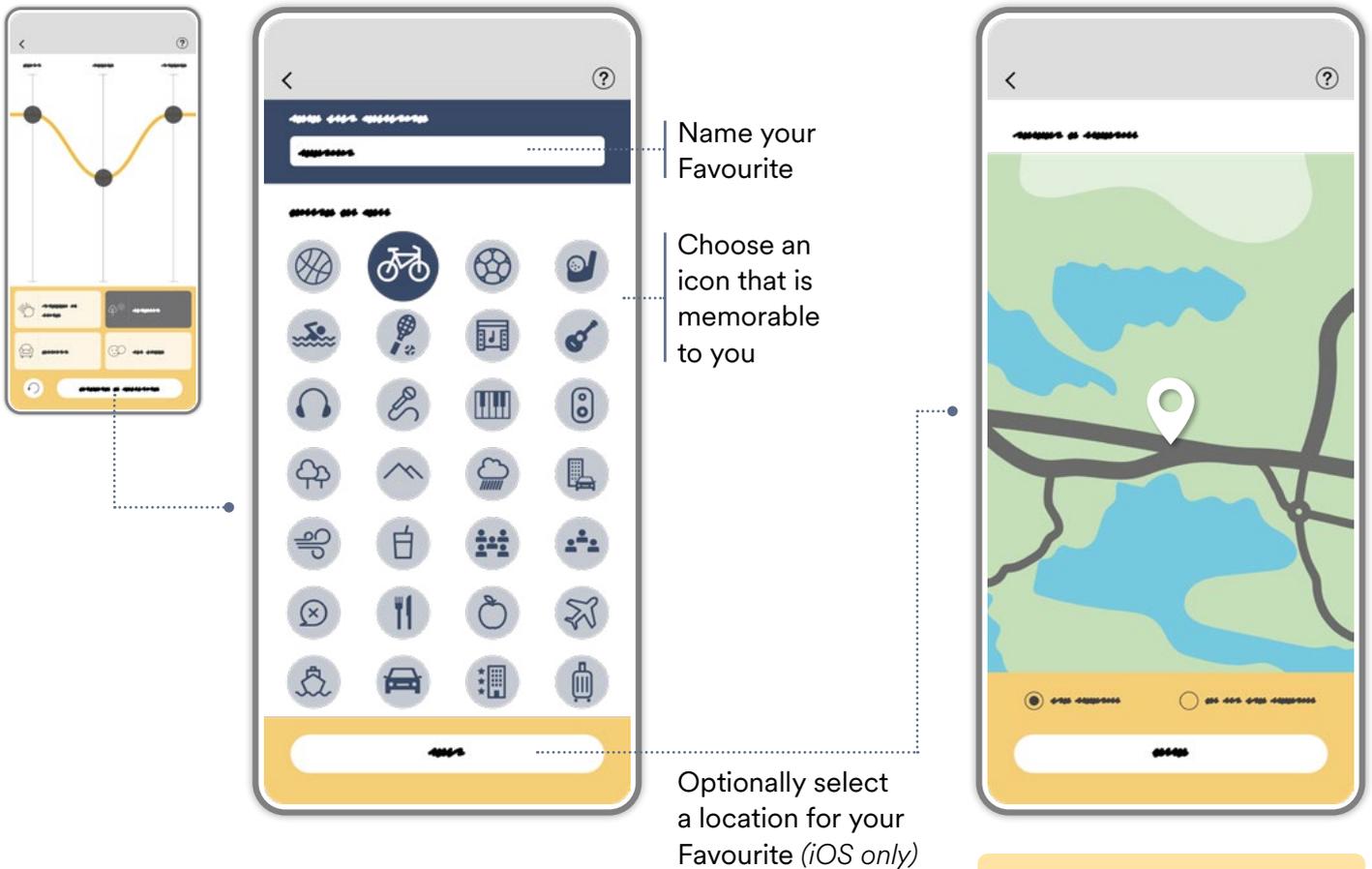The availaible presets differ between sound processor programs.

Presets are applied temporarily as offsets to the program. When the sound processor is restarted, it will return to the default program settings. You will need to reapply any presets.

Return to home screen after making temporary adjustment

Temporarily adjust bass, mid, and treble in steps of 1 dB.

Presets for common situations

Save as a Favourite *(see page 8)*

Reset adjustments

Presets exist for the following situations:

Speech in noise - to enhance speech in noisy environments

Outdoor - to enhance speech in outdoor environments

Increase comfort (Everyday program) - to offer more comfortable listening

Increase comfort (Outdoor program) - to reduce wind noise for more comfort

Own voice - to enhance the experience of your own voice

Detailed sound - to offer a more detailed sound

Fuller sound - to offer a fuller sound

Enhance speech - to enhance speech

🔒 Must be logged in to unlock.

🔒 Saving a Favourite

Name your Favourite

Choose an icon that is memorable to you

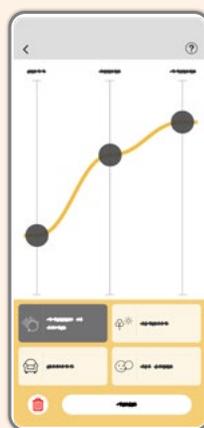Optionally select a location for your Favourite *(iOS only)*

When you add a location, a 'geotag' is created, which switches the app to that Favourite when you are at the selected location.

Note:

Your saved **Favourite** is available alongside your progams.

To edit or delete a Favourite, select it in the program list and the tap the equalizer button in the bottom bar. To delete a Favourite, tap the trashcan icon and confirm deletion. If you instead wish to edit your Favourite, make any desired changes to the equalizer and then proceed by clicking save to change the other Favourite parameters.

Using the Streaming Hub

The Streaming Hub is located below the sound processor volume control and will be displayed if audio is streamed to your sound processor from your compatible smartphone.

The Streaming Hub is also displayed if you have any connected wireless accessories, such as a TV streamer or mini microphone, to allow you to control and monitor it.
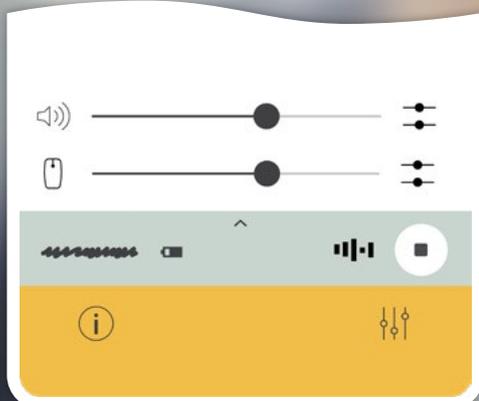
Main menu

The following items are available via the main menu:

Account and Devices

View and manage your account information, your sound processors and any wireless devices you have paired.

🔒 **Hearing Tracker**
See page 11

🔒 **Locate sound processor(s)**
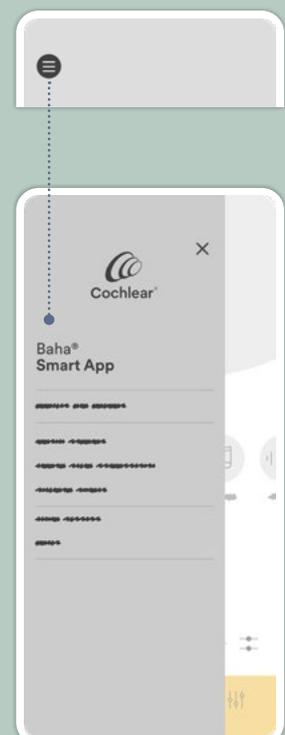*See page 12*

🔒 **Simulate signals**

Learn the various beeps and LED flashes your sound processor produces.

Online support

A collection of links to various online support pages. *See page 16*

About

Find information about the app, Terms of Use, our Privacy Policy etc.

🔒 Must be logged in to unlock.

🔒 Hearing Tracker

Gain an overview of sound processor use over time, or gather more detailed data to help your HHP give more informed treatment counseling. Especially helpful for parents, to monitor your child's hearing progress. Hearing Tracker will behave differently depending on the sound processor model the app is connected to.

Overview of average daily use and average daily streaming

Breakdown of sound processor use by program

Access in-depth daily tracking

Toggle daily tracking on or off*

Daily sound processor use over the past 7 days

Overview for selected day – tap a day on the bar graph to select

Daily sound processor use by program for selected day – tap a day on the bar graph to select

Toggle daily tracking reminder on or off*

* To present data for a full day, the app needs to be opened at least once in the morning and again in the evening so it can connect to, and read data from the sound processor.

🔒 Must be logged in to unlock.

🔒 Locate sound processor(s)

You can use the app to help you locate a lost or misplaced sound processor.

As long as your smartphone is still connected to your lost sound processor (or manage to reconnect), the app will display if you are moving towards the sound processor, or away from it, using the Bluetooth signal strength.

If you have granted the app location permission, the app will pin the location where your smartphone lost connection to your sound processor.

The line grows and shrinks as you get closer to or further away from your sound processor

Switch to map view
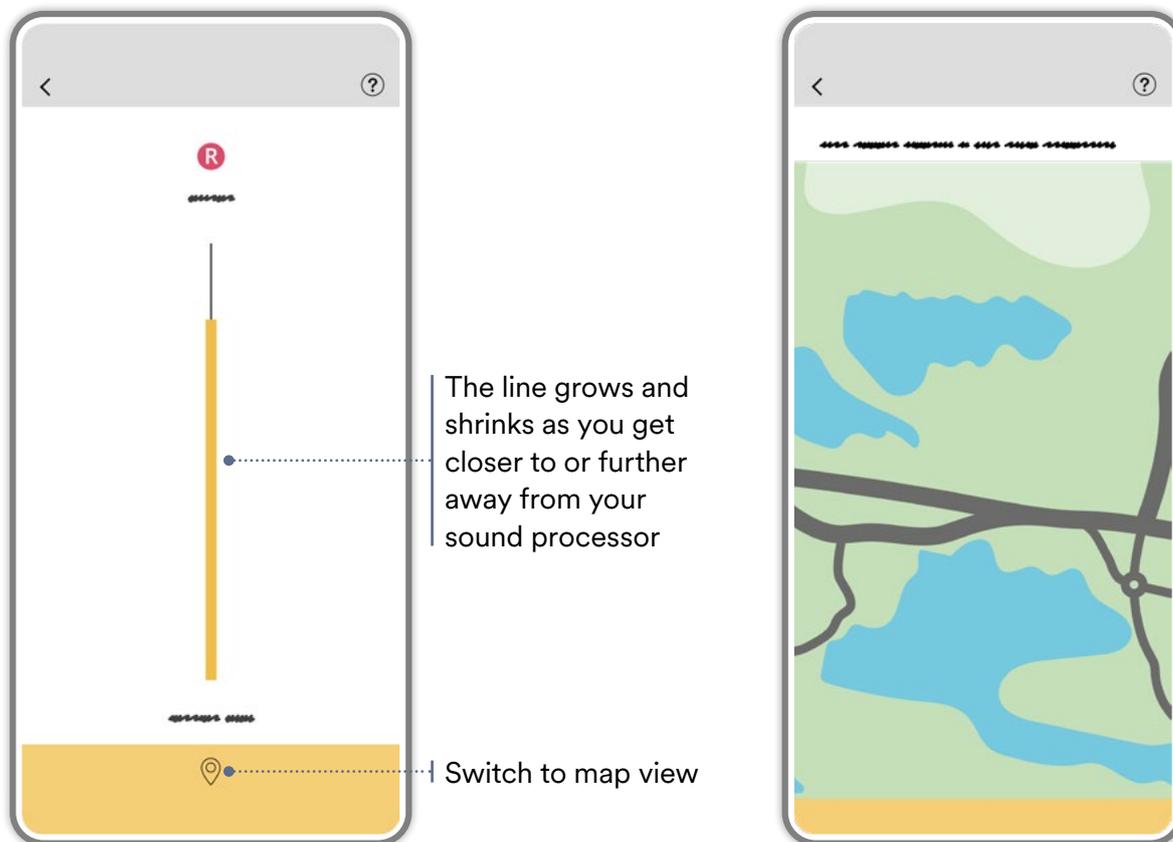
The map will show the most recent known location of your sound processor

Apple Watch extension

For iPhone users there is an Apple Watch extension that allows you to interact quickly and discreetly with your sound processor, and to receive important notifications such as battery warnings.

Adjust sound processor volume with the digital crown

Swipe to change programs or select a Favourite
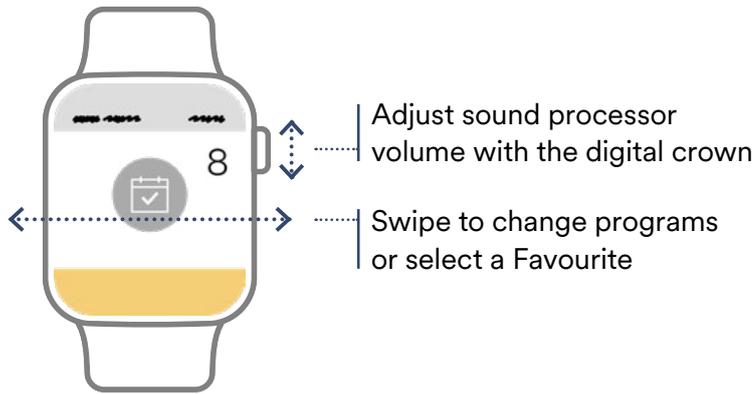
For instructions on how to load the Baha Smart App extension to your Apple Watch, please refer to your Apple Watch instructions.

🔒 Remote Assist

Part of Cochlear's Remote Care program, Remote Assist allows you to have live video appointments with your hearing health professional via the Baha Smart App. Your clinician can remotely program or adjust your compatible* sound processor without you having to visit the clinic. Talk to your hearing health professional to see if Remote Assist is suitable for you.

> Note: If Remote Assist is available to you it will appear as an option in the main menu.

Before your Remote Assist session

We recommend you find a quiet, well-lit, and comfortable location where you can sit for the duration of the Remote Assist session. And if the purpose of the session is to adjust your sound processor, we recommend having objects that can generate sounds nearby, such as keys, paper, etc.

Prior to a scheduled Remote Assist session go to Remote Assist via the main menu, tap 'Next' in the introductory screen and read through the pre-session checklist.

From the checklist screen, tap 'Next' to go to a preview screen where you can make sure that audio and video are working correctly.

To take part in a Remote Assist session, you will need to allow the app to access your camera and microphone.

- Insert a fresh battery in your sound processor so it lasts throughout the session.
- Charge your smartphone, or connect it to its charger, so that it is powered throughout the session.
- Connect your sound processor to your Smart App so your hearing health professional can connect to and adjust it.
- Ensure your smartphone internet connection is strong and stable so the connection doesn't break during the session.

Your hearing care professional will initiate the Remote Assist session and your phone will ring you as for any other video call. Answer the call as you normally would and accept any permission requests that might appear.

Pre-session checklist

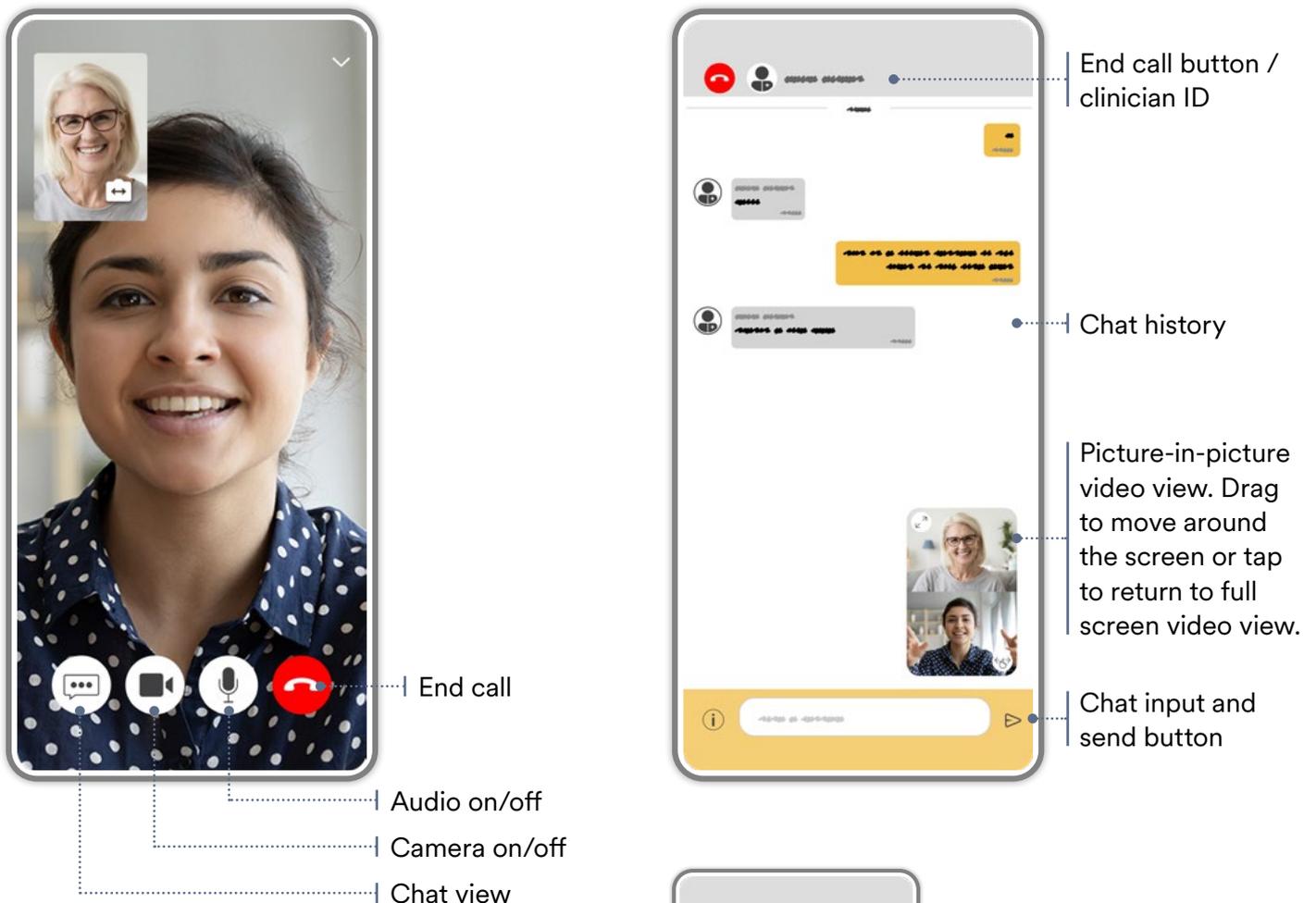Video preview

Background audio level

> Note: For Remote Assist to be enabled, your Cochlear account needs to be linked to your clinic. This is either done as part of registering your sound processor, or by navigating to Account & Devices in the main menu and tapping on 'Clinic Association'.

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

🔒 Must be logged in to unlock.

🔒 Remote Assist

When you answer the call, the session will open in video view. There are options to turn audio or camera off or on, and to switch over to chat view.
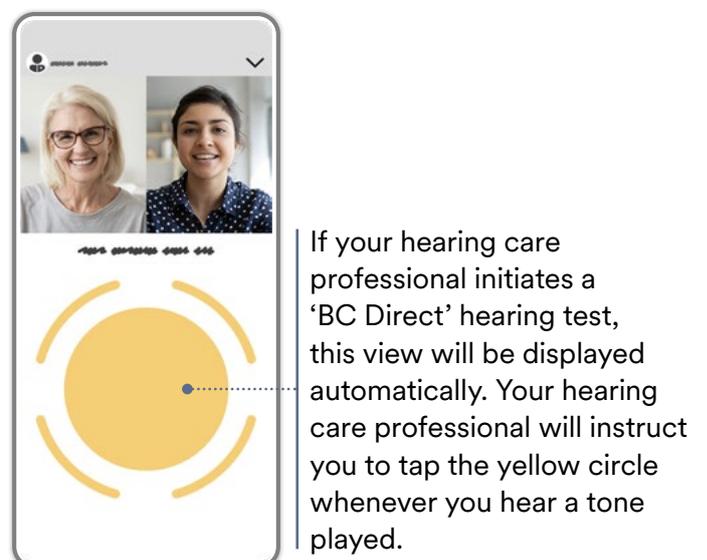
Overview of Remote Assist screens

End call button / clinician ID

Chat history

Picture-in-picture video view. Drag to move around the screen or tap to return to full screen video view.

Chat input and send button

End call

Audio on/off

Camera on/off

Chat view

During the session…

… you might be asked by your hearing care professional to restart your sound processor. This is to ensure they can establish a secure connection to program your device.

… the app will prompt you to grant permission for your hearing care professional to connect to your sound processor. If you deny this request, they will not be able to proceed to program or adjust it.

… the app will present status messages at the top of the screen so you are aware of what is happening.

If your hearing care professional initiates a 'BC Direct' hearing test, this view will be displayed automatically. Your hearing care professional will instruct you to tap the yellow circle whenever you hear a tone played.

Support

In-app support

There is contextual support available on certain screens. It can be accessed by tapping the question mark icon in the top right corner of relevant pages in the app.

Click here to display contextual help
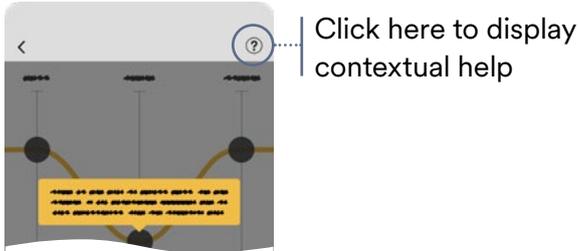
Connection support

If the connection is lost and the app is unable to reconnect to the sound processor after following the on-screen instructions, try to completely close down the app and unpair your sound processor from your compatible smartphone. Sometimes, it could even be worth restarting your smartphone. Then repeat the pairing sequence and restart the app.

Updating the operating system of your smartphone

If you experience problems after updating the operating system of your compatible smartphone, unpair the sound processor, uninstall the app and restart your smartphone. Afterwards, follow the instructions to download the app again and to pair and connect your sound processor.

Upgrading sound processor firmware

The Baha Smart App allows you to perform minor updates to your sound processor firmware remotely. For major updates, you may still need to visit your clinic.

If there is a sound processor firmware upgrade available for you, a notification will be displayed on the main menu icon in the top left corner.

A red dot will be displayed on the main menu icon if new sound processor firmware is available.
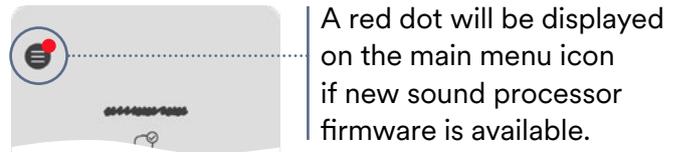
Tap on the main menu icon and navigate to Account and Devices.

Tap to start the firmware update flow and follow the on-screen instructions. You will be presented with information about what the firmware upgrade includes and will have the option to proceed, or not.

Note: Replace the battery in your sound processor before proceeding with the update. Do not turn off the sound processor or close the app while the update is in progress.

Customer Service

For contact details to your local Cochlear Customer Service team, visit **www.cochlear.com/customer-service**.

Online support

For access to online support, visit **www.bahasmartapp.com**.

www.cochlear.com

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 follow the directions for use. Not all products are available in all countries. Please contact your local Cochlear representative for product information.

For the Cochlear Baha System in Australia: Baha bone conduction implant systems are intended for the treatment of moderate to profound hearing loss. This product is not available for purchase by the general public. For information on funding and reimbursement please contact your healthcare professional.

Cochlear's range of Smart Apps and Support Apps are available on App Store and/or Google Play. For information regarding the sound processors, operating systems and devices that are compatible with the Cochlear's range of Smart Apps and Support Apps, visit www.cochlear.com/compatibility.

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