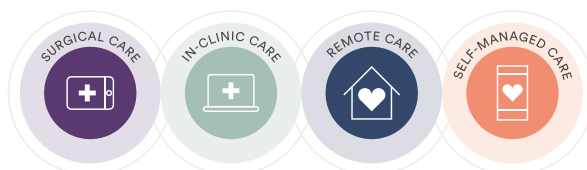




Quality care, anywhere

Getting started with
Cochlear® Remote Care
for Osia® Sound Processors



Remote Care solutions are part of
Cochlear Connected Care

Welcome

Welcome to Remote Care for Osia® Sound Processors – a new way to 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 Cochlear™ Remote Assist.

To help you get started, this guide explains how to prepare for a Remote Assist session and what is likely to happen during a Remote Assist session.

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Remote Care

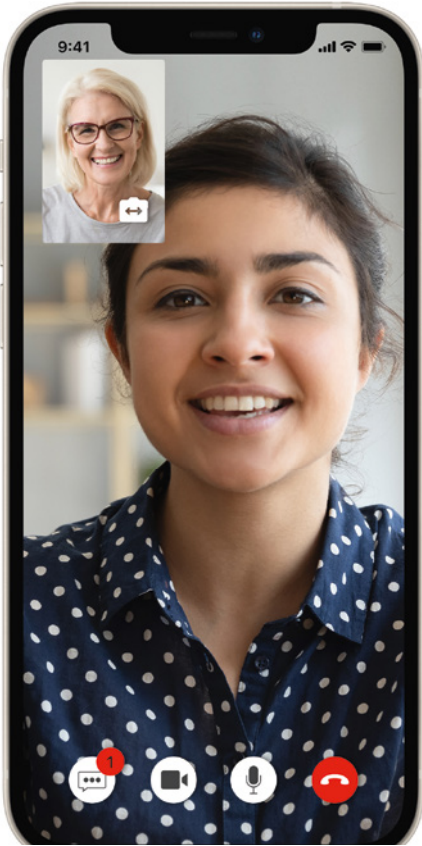
Before you start

To use Cochlear® Remote Assist you need:

- Osia® 3/3(I) Sound Processor.
- Compatible Apple or Android™ device.*
- A Cochlear Account. If you don't have a Cochlear Account, contact your clinician or Cochlear device support to create one and link it to your clinic to enable Remote Assist.
- Latest version of the Osia Smart App downloaded on your device.* To find the app, open the App Store or Google Play on your phone, search for 'Osia Smart', then tap 'Get' or 'Install'.
- Paired sound processor(s) to the Osia Smart App. The app will provide instructions for doing this.



Osia® 3/3(I)
Sound Processor



Osia Smart App



Remote Assist—what to expect

Before we take you through what to expect during a Remote Assist session, here is an outline of how your session will work:

- 1 Your clinician set up a Remote Assist session in the same way you'd schedule a clinic appointment. You can find further information on how to prepare for a Remote Assist session in your Osia Smart App.
- 2 When it's time for your appointment, your clinician call you. The call will come through your Osia Smart App, and you will answer the video call as you would any other call.
- 3 During the call, you will consult your clinician and receive support. You can also message your clinician using the Remote Assist chat function. If programming changes are needed, your clinician can connect to your sound processor and make adjustments, which will be saved to your sound processor.
- 4 When the appointment is complete, you or your clinician will end the Remote Assist session by hanging up the call.

Your clinician might require payment for a Remote Assist session once completed.

Preparing for a Remote Assist session

Prepare your devices

- ☐ Charge your compatible smartphone*, or connect it to its charger, so that it is powered throughout the session.
- ☐ Fully charge your sound processor prior to your session.
- ☐ Check you have a reliable internet connection via Wi-Fi, 4G or 5G so the connection doesn't drop out during the session.

Check the Osia Smart App

- ☐ Check your sound processor(s) is paired to your Osia Smart App.
- ☐ Check that Remote Assist is available in your Osia Smart App. If it is not, contact your clinician.
- ☐ Tap Remote Assist in the Osia Smart App and complete the checklist.

Tips for a successful video call

Below are some tips to help you prepare for your Remote Assist session:

Be aware of your surroundings

Choose a quiet location and minimize noise during the Remote Assist session. For example, if you are on a noisy street, close the windows during the call.

Your clinician will need to see you clearly during the Remote Assist session, so think about where the light in the room is coming from. Check your phone camera preview to see how you will appear to your clinician.

Have a pen and paper ready if you would like to take any notes during your session.

Maximize your internet speed

A slow internet connection can cause pixelated screens and uneven sound during video calls. If you are at home, we recommend asking others to stop activities such as streaming entertainment or playing online games during your Remote Assist session. This will allow you to access the best possible internet speed.

To check your internet signal strength, go to the location you have chosen for your Remote Assist session and look at the Wi-Fi and mobile symbols at the top of your smartphone screen.

Position your smartphone

Use a camera angle that shows all of your face from the front. If the camera is too close to you, or angled from below, it may be hard for your clinician to see you clearly. Prior to the Remote Assist session, work out how you are going to hold or position your smartphone.

The position of your smartphone will also affect sound. During your Remote Assist session you will hear your clinician through your smartphone speakers, which are located at the bottom of the phone. Avoid holding the phone at the bottom as this may muffle the sound.

You may find it helpful to use a phone holder, so your hands are free and the video remains steady.

Practice

If you are not familiar with video calling, we recommend you make a practice video call to a friend prior to the Remote Assist session. A practice video call will allow you to check the location you have chosen has enough light and will help you feel more comfortable with the video calling experience.



Starting a Remote Assist session

- If your clinic offers Remote Assist and your Cochlear Account is associated with that clinic, there will be a 'Remote Assist' option available in the Osia Smart App main menu.
- To join your Remote Assist session:
- 1 Tap to open the Osia Smart App menu (Figure 1).
 - 2 Tap 'Remote Assist' (Figure 2).
 - 3 On the Remote Assist page (Figure 3), tap 'Next' and read through the checklist (Figure 4). Follow in-app guidance to resolve any incomplete items in the checklist.
 - 4 Tap 'Preview' to check camera and background noise (Figure 5). 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.
 - 5 Wait for your clinician to call you at the scheduled time.

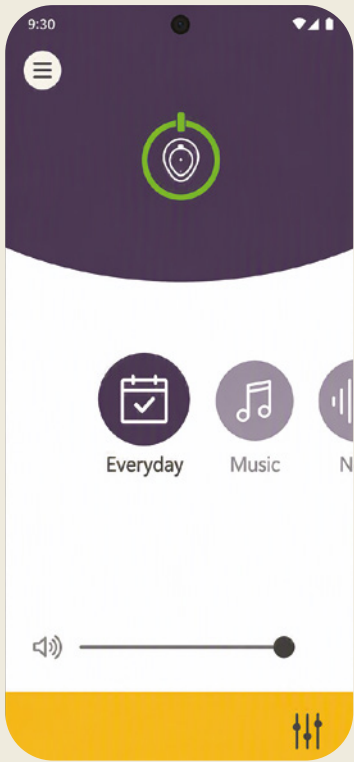


Figure 1

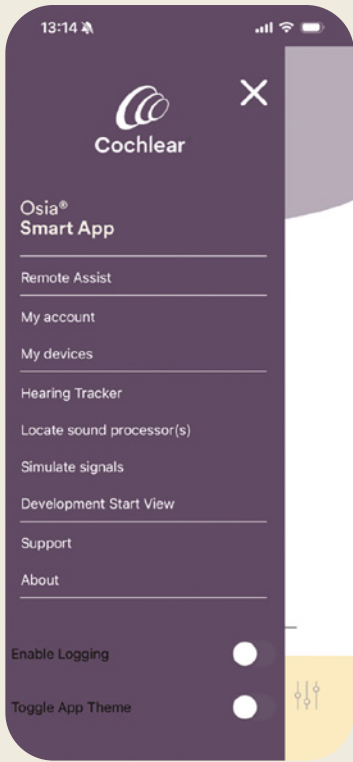


Figure 2

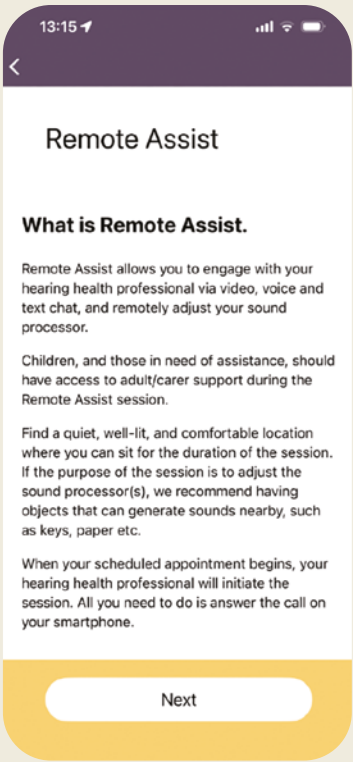


Figure 3

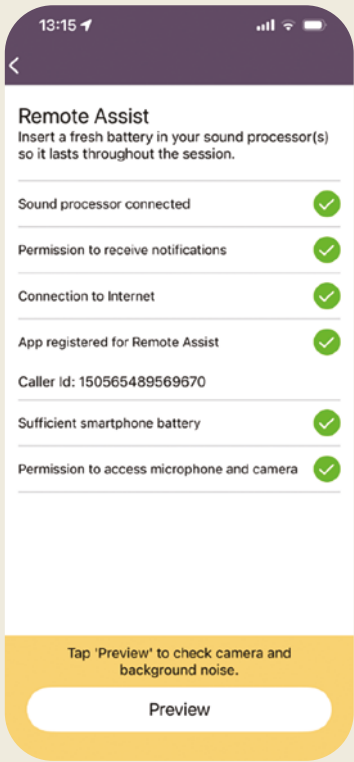


Figure 4

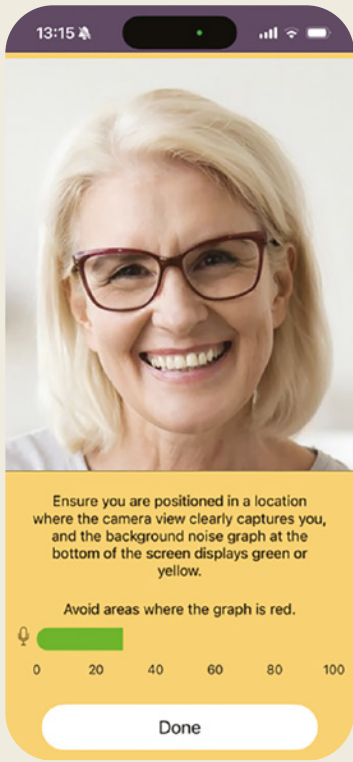


Figure 5

Clinic association

If you do not see Remote Assist in your app menu, your clinician has the ability to send you a unique clinic code to enter into your Osia Smart App.

- 1 Log into the Osia Smart App and tap “Accounts and Devices” (Figure 6).
- 2 Tap “Clinic association” (Figure 7).
- 3 Enter the code or tap the camera icon to scan the QR code provided by your clinician. Then tap “Associate” (Figure 8).
- 4 Clinic association is complete (Figure 9).

After entering the code, it will take a few minutes to update the app to display Remote Assist in the menu. Please return to the menu and complete the steps in Starting a Remote Assist session (pages 12-13).

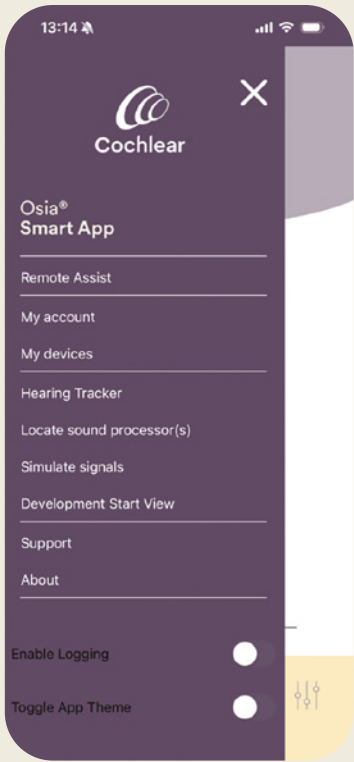


Figure 6

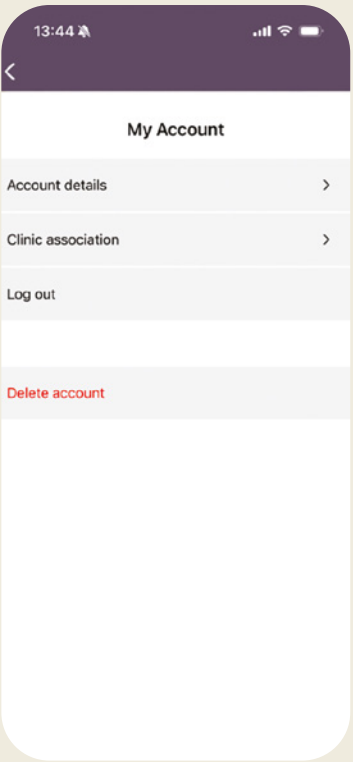


Figure 7

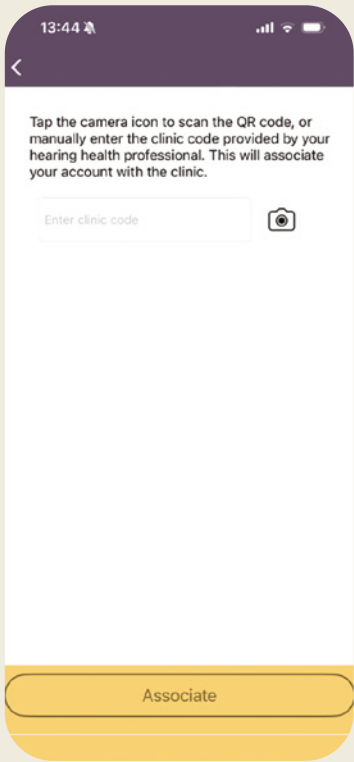


Figure 8

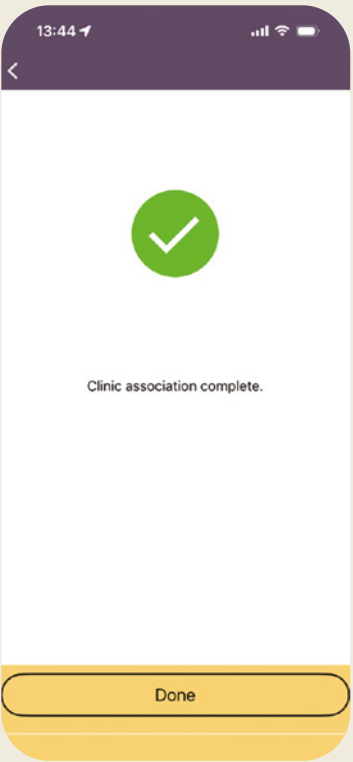


Figure 9

During a Remote Assist session

- 1 When your scheduled appointment begins, your clinician will initiate the session. All you need to do is answer the call on your smartphone (Figure 10a and 10b).
- 2 Once you answer the call, the Osia Smart App will open. If you and your clinician are both using cameras, you will be able to see each other (Figure 11). We recommend allowing access to the camera to allow for a better engagement during your session.

If you have paired and connected your sound processor to your compatible* smartphone and allowed for audio streaming, the voice of your clinician will be streamed directly to the sound processor. Otherwise, their voice will be routed via the smartphone speaker.

Note: If you are a carer assisting someone else with their session (e.g., a parent), consider turning audio streaming off so you too can hear the clinician.

- 3 Once the session is established, you and your clinician can engage fully via live audio and video. You can also write text messages to each other (Figure 12).
- 4 If you decide to adjust your sound processor, your clinician can connect to your device. When they do so, the app will ask you to grant access.

Note: Once a connection to your sound processor is established, all audio will be routed via your smartphone speaker, and will no longer be streamed to your sound processor.

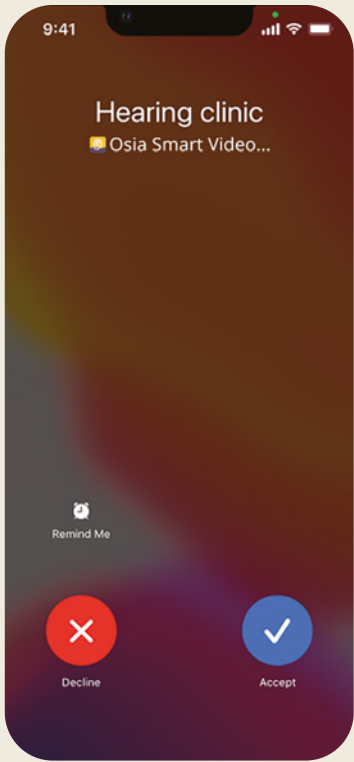


Figure 10a

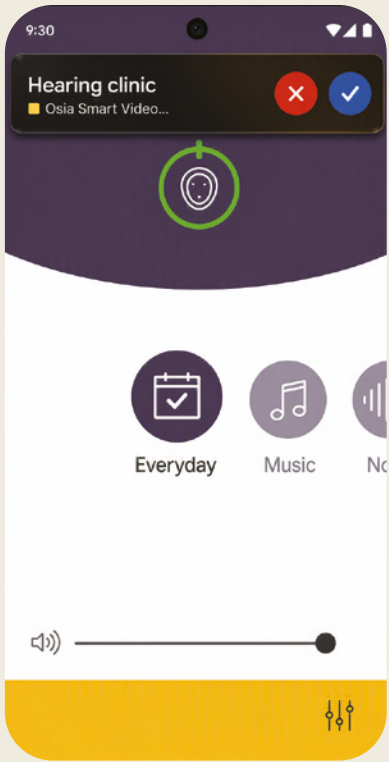


Figure 10b

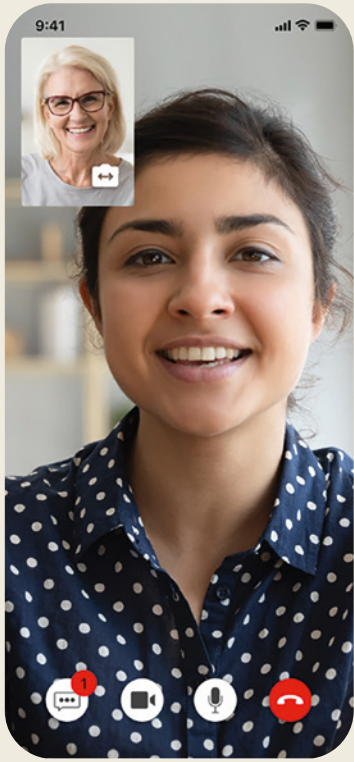


Figure 11

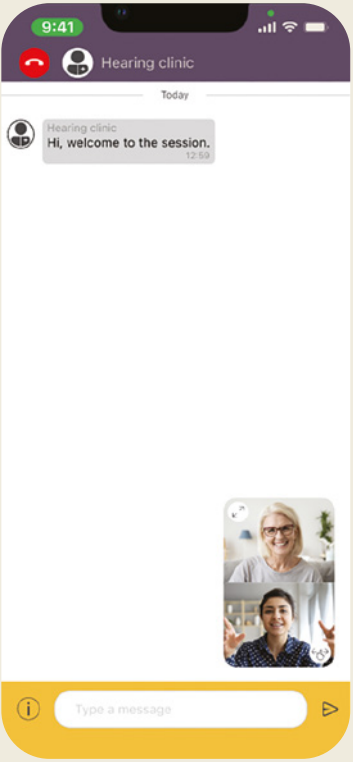


Figure 12

During a Remote Assist session (continued)

- 5 During the session, there is little you need to do, other than listen and respond to your clinician. Depending on the purpose of your session, your clinician may perform a test called 'BC Direct'. During the test, tones will play through your sound processor, and you will respond when you hear the tones. You and your clinician will together decide how you best respond (if it is verbally, by raising your hand in the video view, or by using the 'BC Direct' view in the app.)

If you decide to use the 'BC Direct' view in the app, your clinician will enable it for you, and your app will present you with this screen (Figure 13). When you hear the tone in the sound processor, simply tap the yellow circle.
- 6 When you and your clinician are satisfied with the sound processor adjustments, your clinician will save them to your sound processor to permanently apply them.
- 7 Once the sound processor settings are saved, you or your clinician can finish your session and hang up the call. You will then return to the 'Home' screen of the Osia Smart App (Figure 14).

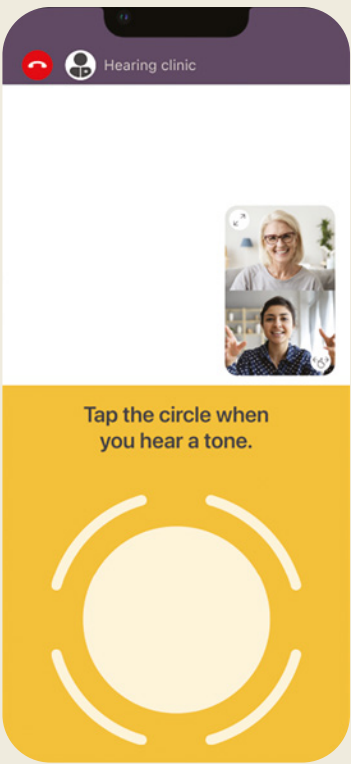


Figure 13

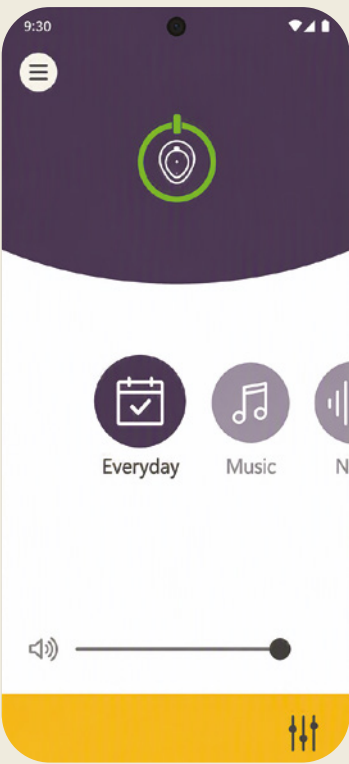


Figure 14

Troubleshooting during a Remote Assist session

- Your sound processor(s) will be 'on air' throughout the Remote Assist session. If sounds become uncomfortable you can temporarily remove your sound processor.
- If you have trouble hearing at any point during your Remote Assist session, you can use the Remote Assist chat function to communicate with your clinician through text messages.
- To adjust the volume of the Remote Assist session, use the volume controls on your compatible Apple or Android™ device*.
- If you lose connection during the session, please restart your sound processor and follow the steps in the Osia Smart App to connect again. Then wait for your clinician to call you again.

If you have any further questions about Remote Assist, speak to your clinician or contact Cochlear Customer Service.

**Call 1-800-483-3123 or email
customer@cochlear.com**



Common questions

Q: How do I download the Osia Smart App?

A: Simply tap the App Store or Google Play icon on your phone, search for 'Osia Smart', then tap 'Get' or 'Install'.

Q: Which smartphone model do I need?

A: A complete list of the Apple and Android devices that are compatible with the Osia Smart App and Remote Assist are listed here: www.cochlear.com/compatibility.

Q: What kind of internet connection do I need?

A: We recommend you connect to your Remote Assist session via Wi-Fi, 4G or 5G. If you're using a smartphone, it needs to have data enabled.

Q: Is a Remote Assist session secure?

A: Cochlear is committed to protecting the privacy of customer information in accordance with applicable privacy and data protection regulations. As such, we use high-level encryption techniques to ensure the security of your information. Personal information is handled in accordance with our Privacy Policy, which is available at www.cochlear.com/corporate/privacy-current/en.

Q: Which sound processor program should I use during the Remote Assist session?

A: When your clinician connects to your sound processor to make adjustments, you will hear their voice through your smartphone speakers. Select the program that allows you to hear best in that situation.

Q: What happens if I am a parent/carer assisting a recipient with a Remote Assist session?

A: If your smartphone has been paired with multiple sound processors, you first need to ensure that your smartphone is currently connected to the processor of the person scheduled for a Remote Assist session. To confirm which sound processor is connected in the Osia Smart App, go to Settings > Hearing Tracker.

If the recipient has multiple parent/carers with the Osia Smart App installed on their smartphone, only one carer will be able to support the recipient during their Remote Assist session. That parent/carer needs to log into the Osia Smart App with the nominated email address used by the clinic.

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 helped more than 750,000 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.

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

Your clinician might require payment for a Remote Care session once completed. Clinic must be enrolled in Remote Care to participate.

Remote Assist for Osia for compatible Osia 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.

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 Osia System is indicated for children ages 5 and older.

mart 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 apps, visit www.cochlear.com/compatibility.

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