



Getting started guide

Cochlear[™] Osia[®]
Smart App

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Getting Started Guide

Cochlear™ Osia® Smart App

The Cochlear™ Osia® Smart App empowers you to manage your own hearing experience with easy-to-use controls and new connected care features.

Availability

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

Compatibility

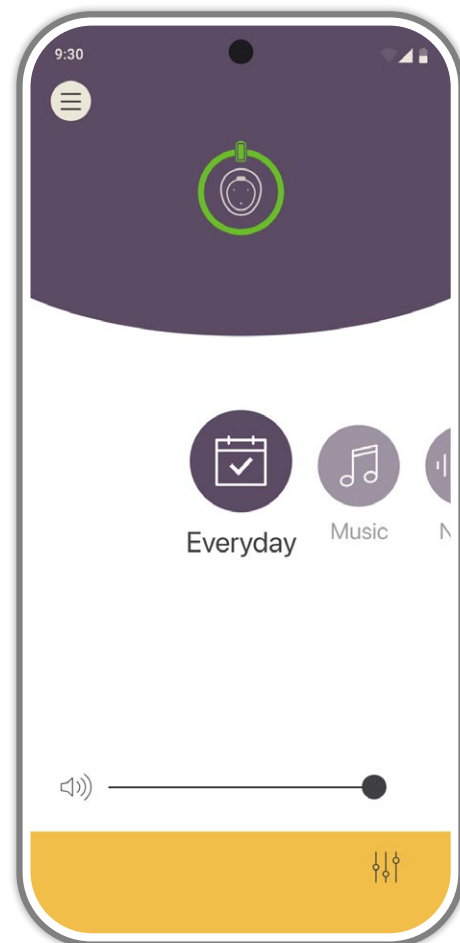
Compatible with Osia 2/2(I) and Osia 3/3(I) Sound Processors, the app gives you control over your sound processor, wireless devices, and personalised settings—all from your smartphone.

The Osia Smart App works with compatible iPhone and Android™ devices and operating system versions as listed on:

www.cochlear.com/compatibility

Online support

For access to additional information, please visit www.osiasmartapp.com





Getting ready to connect

Before you start the pairing process:

- For Osia 3/3(l): Ensure your sound processor has a fully charged battery.
- For Osia 2/2(l): Insert a new battery.

Make sure Bluetooth® is enabled on your smartphone.

Pairing your sound processor(s) to your smartphone

iPhone users: Pair your sound processor(s) in your iPhone's System Settings under Bluetooth Hearing Devices. Restart your sound processor to place it in pairing mode. If you are pairing bilateral sound processors, it's important to restart them both at the same time, when asked to do so.

Important: 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).

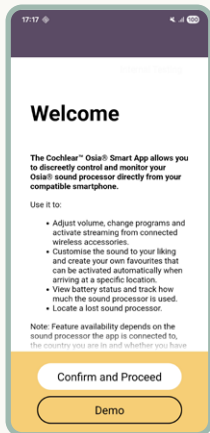
Android™ users: The Osia Smart App will guide you through pairing during initial setup.

Important: Bilateral sound processors must be set up as a pair by your hearing care professional before pairing them to the phone.

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.

Connecting your app to your sound processor

Once the Osia Smart App is installed, open it and follow these steps:



Welcome screen

Read the Welcome screen and tap Confirm and Proceed, or select Demo to explore the app without connecting a sound processor.

Permissions

When prompted, you can choose whether to enable notifications and location access.

If you decide not to allow these permissions, you can still use the app. However, features such as alerts, locating your sound processor, and Remote Assist calls will not be available, as these functions rely on notifications and location access. You can change your permission settings at any time in your phone's settings.

Terms and privacy

Review and accept the Terms of Use and Privacy Notice before proceeding.

If desired, you can opt out of data collection after connecting. This is done in the Analytics section of the Smart App.

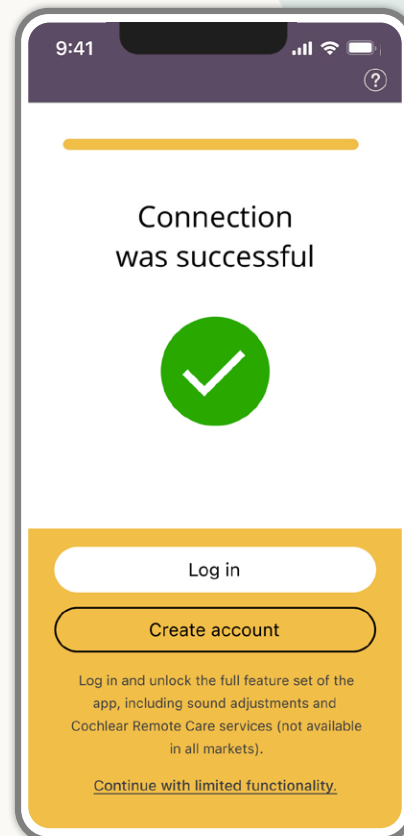
Connection process

The app will guide you through connecting your sound processor(s).

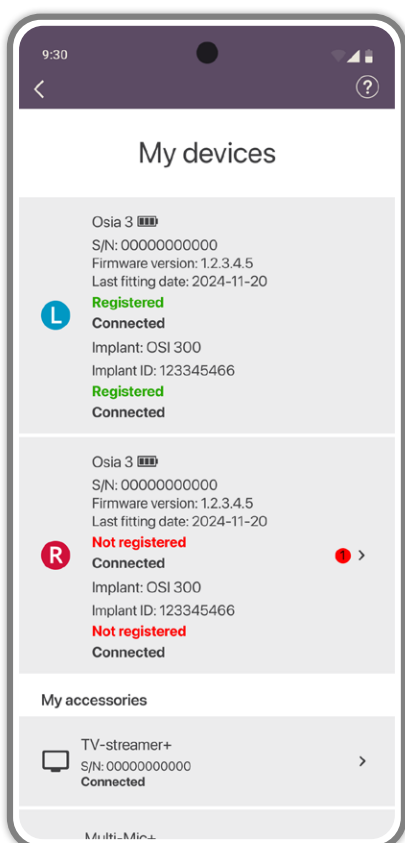
If you are connecting bilateral sound processors, it's important to restart them both at the same time, when asked to do so.

Connection confirmation

Once pairing is complete, you will see a confirmation screen:



From this screen you can log in, create an account, or continue without logging in for an app with limited functionality.



- Recipient's name
- Date of first fitting
- Hearing clinic details
- Surgery date and surgical registration only)

Important: Ensure you select recipient details will be linked

Warranty activation: Your warranty is activated when you register your sound processor and implant.

Sound processor and implant registration

When you log in, the app will check if your sound processor and implant are registered for warranty and online services.

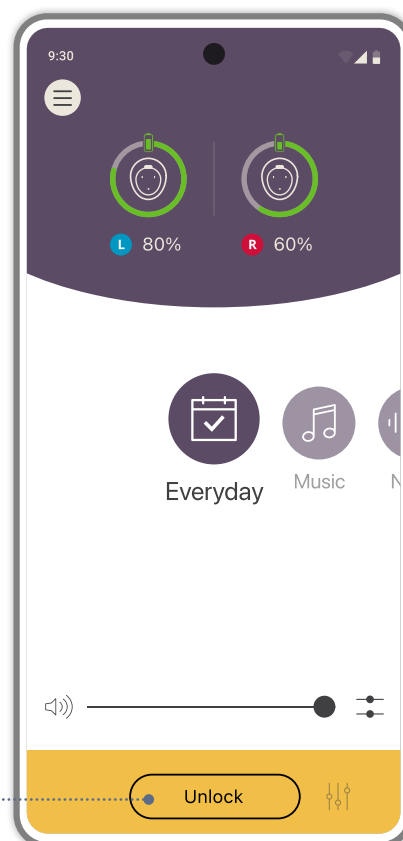
If not, you'll be prompted to register by confirming:



Getting the most out of your Smart App

To unlock the full potential of the Osia Smart App, create a Cochlear Account and log in after connecting your sound processor(s). Logging in gives you access to advanced features designed to personalise and enhance your hearing experience.

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



Benefits of logging in with your Cochlear Account

Sound adjustments

- **Fine-tune bass, mid and treble** using the equaliser and save adjustments as Favourites for quick access.
- **Link favourites to specific locations (iOS only)** to automatically apply your preferred settings when you arrive at a saved location.
- **Use the ForwardFocus preset** to enhance speech understanding in challenging listening environments.

Hearing tracker

When logged in, Osia 3/3(l) users have access to an advanced Hearing Tracker and Osia 2/2(l) users to a basic one

Find my sound processor

Locate a lost or misplaced sound processor using Bluetooth signal strength and last known location.

Streaming hub

Recipients with and Osia 3/3(l) Sound Processor can view all paired wireless devices and start/stop streaming in one place.

Pair and manage new wireless devices

Recipients with an Osia 3/3(l) Sound Processor can pair their new wireless devices with their Smart App and gain access to advanced settings.

Firmware upgrade capability

Keep your Osia 3/3(l) Sound Processor up to date with the latest improvements.

Remote Care

Access Remote Assist for remote counselling and sound processor adjustments by your hearing care professional. Only available for Osia 3/3(l) Sound Processors.

Access to serial number

View device serial numbers in “Device” section.

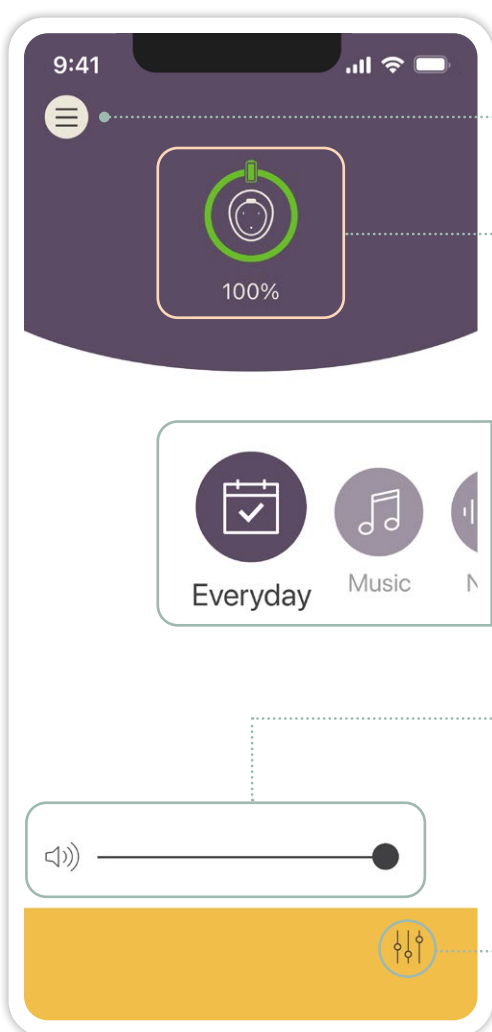
Simulate sound processor signals

Learn the meaning of sound processor beeps and LED flashes by simulating them in the app.

Using the app

Home screen

The home screen contains the most frequently used features of the Osia Smart App. Here you can change programs, adjust volume, check your sound processor connection status, and battery level. With Osia 3/3(l) Sound Processors connected to the app you can also see if the sound processor is placed on the correct implant coil and initiate streaming from the Streaming Hub at the bottom of the Home Screen.



Useful information and additional features are available via the main menu.

Current status, including battery level, connection status and indication of when the sound processor is not correctly placed on the implant.

Select your **Programs** or **Favourites**, or start streaming from your wireless devices.

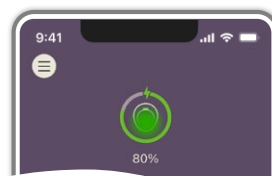
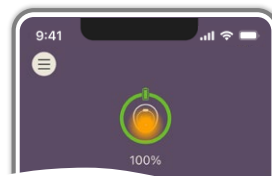
Volume controls

Use the slider to adjust the volume

🔊 Tap to mute and unmute.

🔊 Tap to expand for separate left and right volume controls (bilateral users).

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



Adjustments

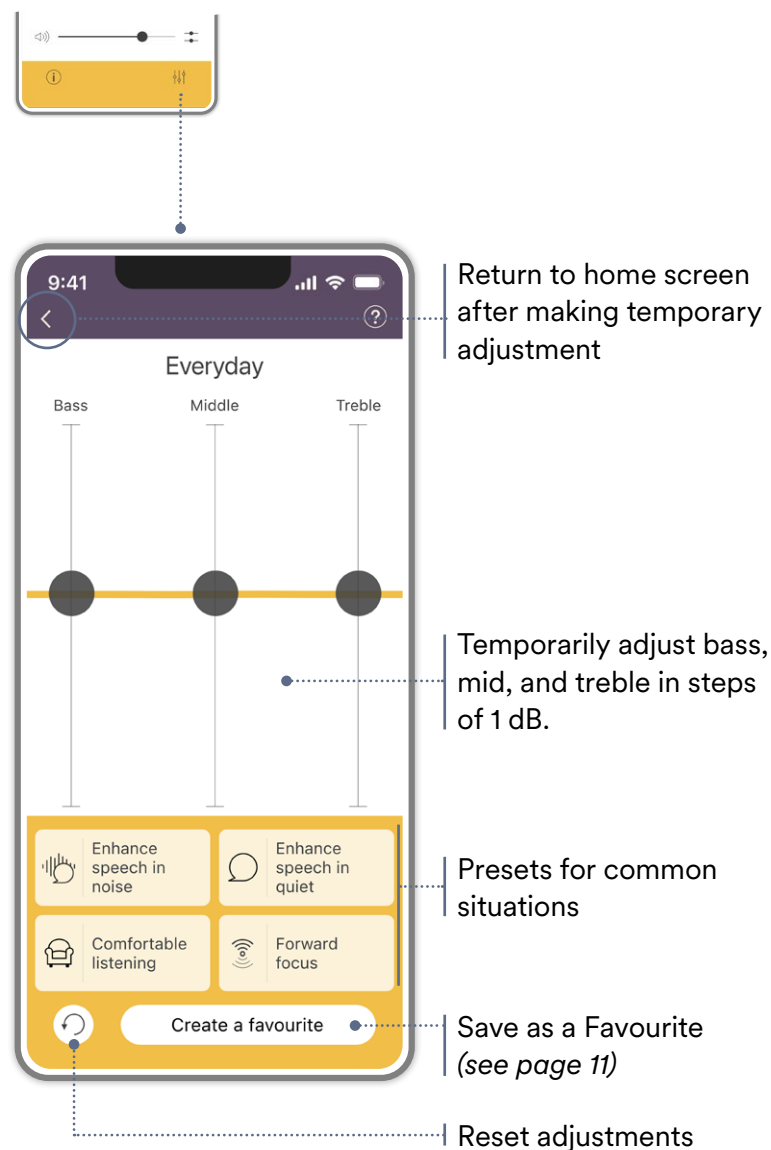
The Osia System's SmartSound® iQ continually scans your environment and makes automatic adjustments to your sound processor's hearing levels. There may, however, be times when you'd like to make additional adjustments to further enhance your listening experience.

The Osia 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 Osia Smart App has several presets, which are a combination of equaliser and noise reduction settings that were created to enhance outcomes in specific situations.

The available 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.



Presets exist for the following situations:



Enhance speech in noise - to enhance speech in noisy environments



Enhance speech in quiet - to enhance speech in quiet environments



Comfortable listening - to offer more comfortable listening



Enhance own voice - to enhance the experience of your own voice

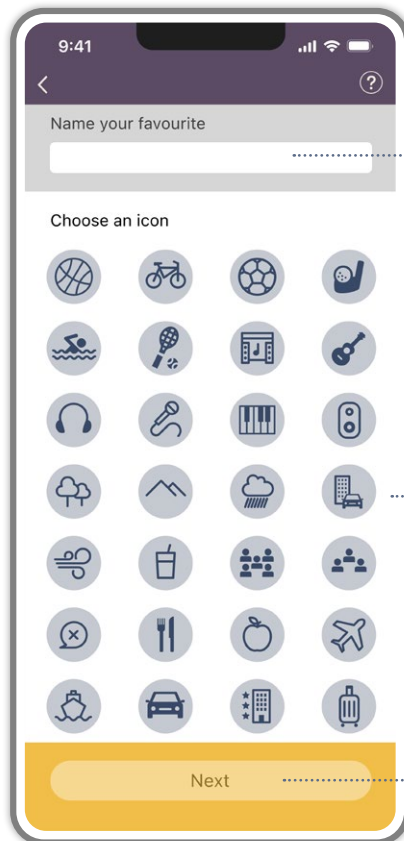


Forward Focus - Enhance speech in the front whilst reducing noise from the back.

Saving a Favourite



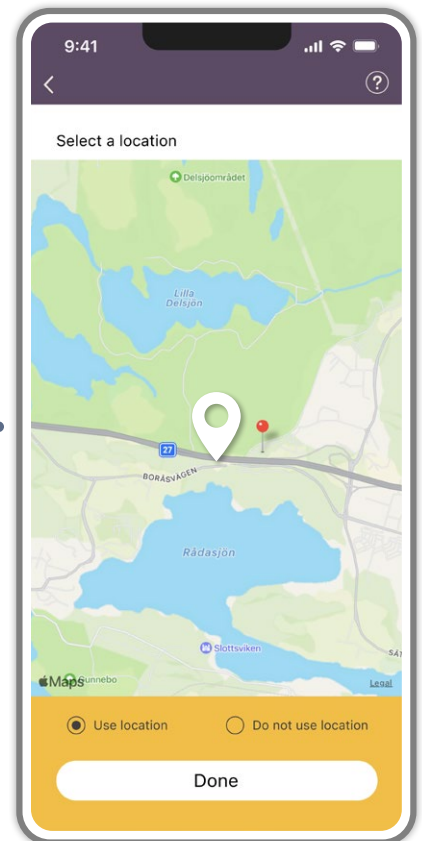
Make desired adjustments, then tap to create a Favourite.



Enter a name for your Favourite, then press Return to close the keyboard

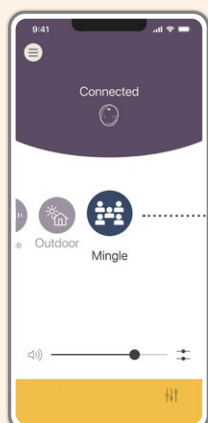
Choose an icon for your Favourite

Optionally select a location for your Favourite (iOS only)

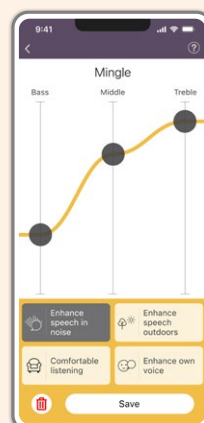


When you add a location, a 'geotag' is created, which switches the app to that Favourite when you are at the selected location. This feature only works if you have allowed the Smart App to access your location

Note: Utilising, editing or deleting a Favourite.



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

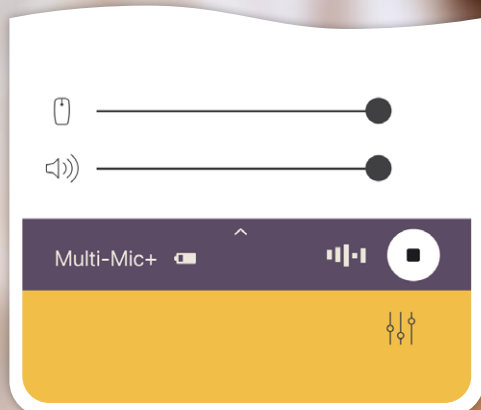


To edit or delete a Favourite, select it in the program list and then tap the equaliser button in the bottom bar. To delete a Favourite, tap the trashcan icon and confirm deletion. If you instead wish to edit your Favourite, make any desired changes to the equaliser and then proceed by clicking Save.

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:

My account

View and manage your account information.

My devices

View details about your sound processors and implants, register your devices and manage wireless devices.

Hearing Tracker

See page 13

Locate sound processor(s)

See page 14

 Must be logged in to access.

Simulate signals

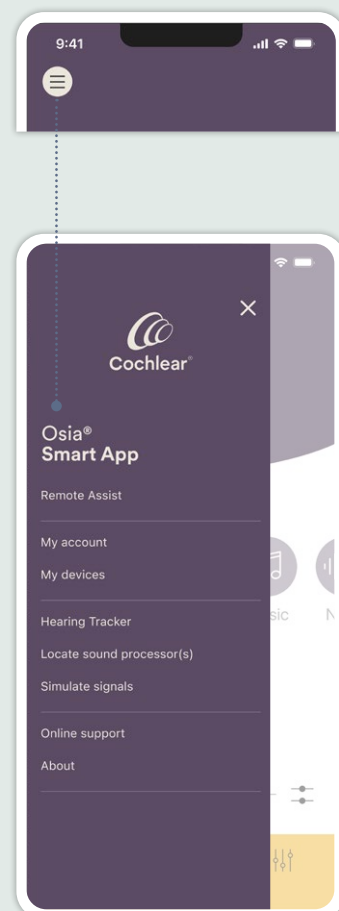
Learn the various beeps and LED flashes your sound processor produces.

Online support

A collection of links to various online support pages. See page 14

About

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

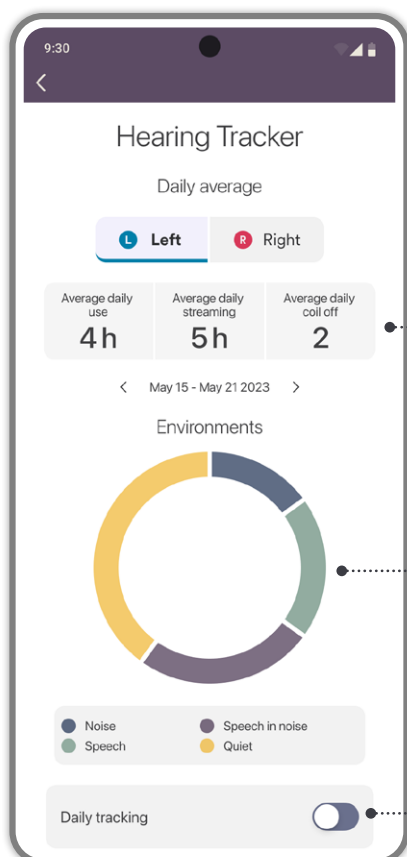


Hearing Tracker

Gain an overview of sound processor use over time, or gather more detailed data to help your hearing health professional give more informed treatment counseling. Hearing Tracker may be especially helpful for parents and caregivers to monitor your child's hearing progress.

Hearing Tracker will look and behave differently depending on the sound processor model connected to the app. Recipients using Osia 3/3(I) Sound Processors can access daily tracking information in Hearing Tracker, including actual usage and daily averages for streaming, overall use, number of coil-offs, and sound environment exposure.

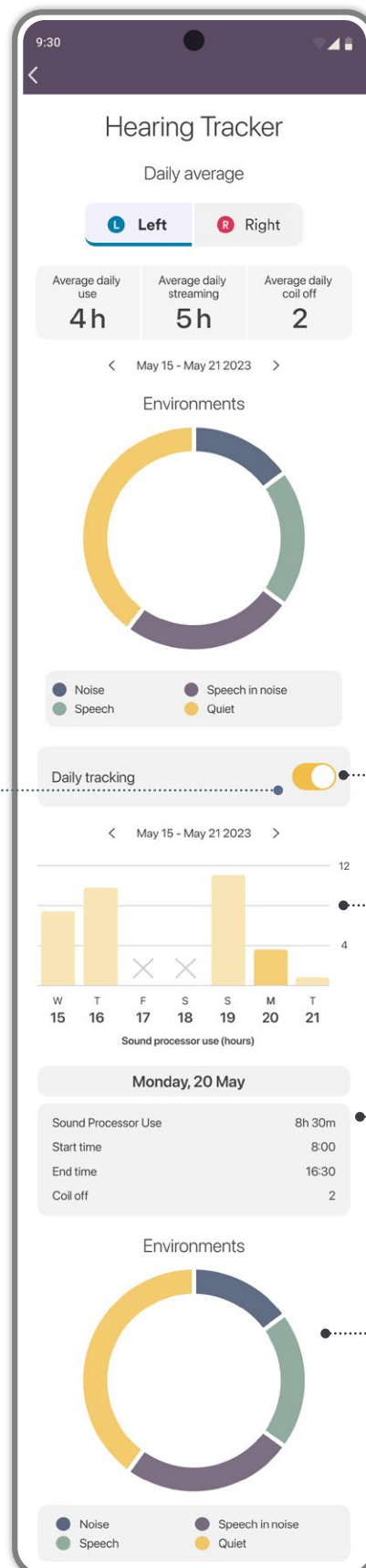
Hearing Tracker for Osia 3/3(I) Sound Processors



• Daily averages

• Breakdown of sound processor use by environments

• 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

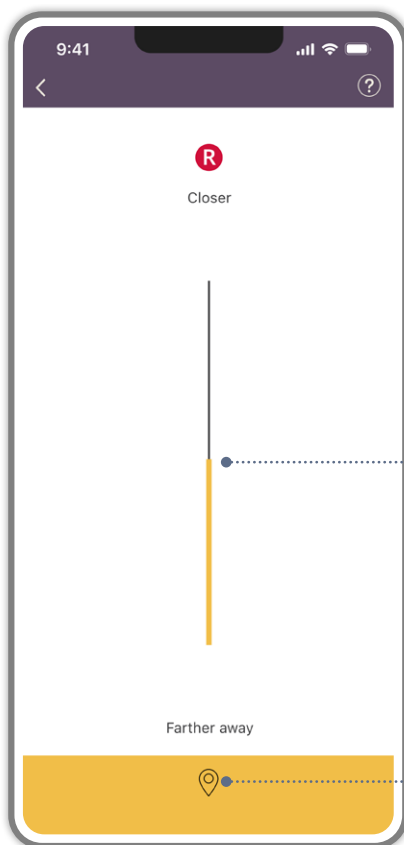
Daily sound processor use by program for selected day – tap a day on the bar graph to select

Locate sound processor(s)

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

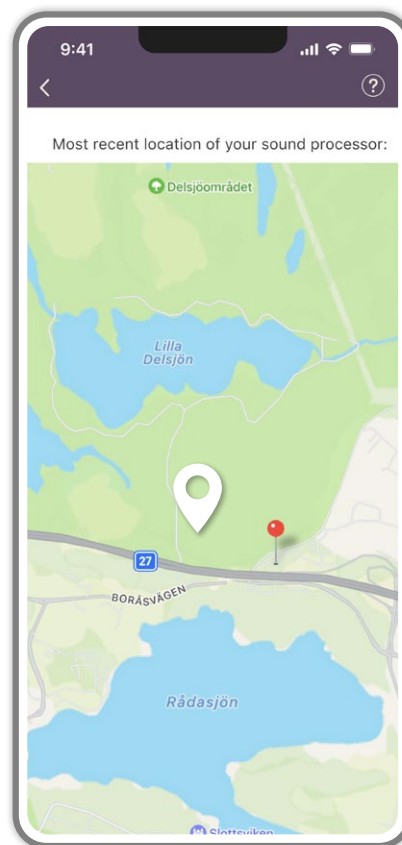
As long as your smartphone is connected to your lost sound processor, the app will display if you are moving towards the sound processor, or away from it, using the Bluetooth signal strength.

If your sound processor is no longer connected to your smartphone and you've granted the app location permission, the app will pin the location where the connection was lost. This is why location access is recommended, as it can help you find where the sound processor was last connected.



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

Switch to map view



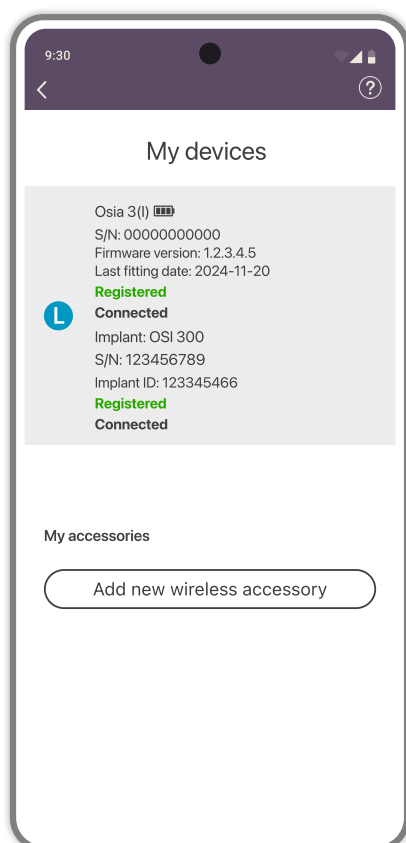
The map will show the most recent known location of your sound processor

Pair and manage new wireless devices

Osia® 3/3(l) Sound Processor recipients can pair next generation Cochlear™ wireless accessories with both the Osia Sound Processor and the Osia Smart App. This gives access to device specific advanced settings

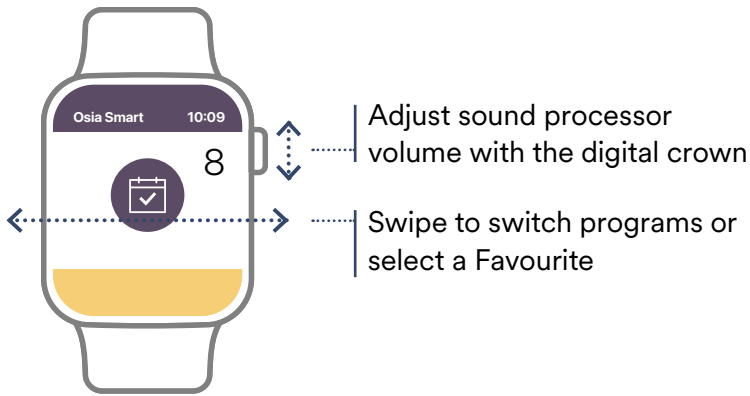
Pairing a New Wireless Accessory

1. Open the **Osia Smart App**.
2. Navigate to **My devices**.
3. Tap to add new wireless device.
4. Follow on-screen instructions to complete the pairing process. Approve all Bluetooth® pairing requests.
5. Once all steps are completed, the accessory will be paired to:
 - **The sound processor**, enabling audio streaming
 - **The Osia Smart App**, providing access to accessory specific controls and settings

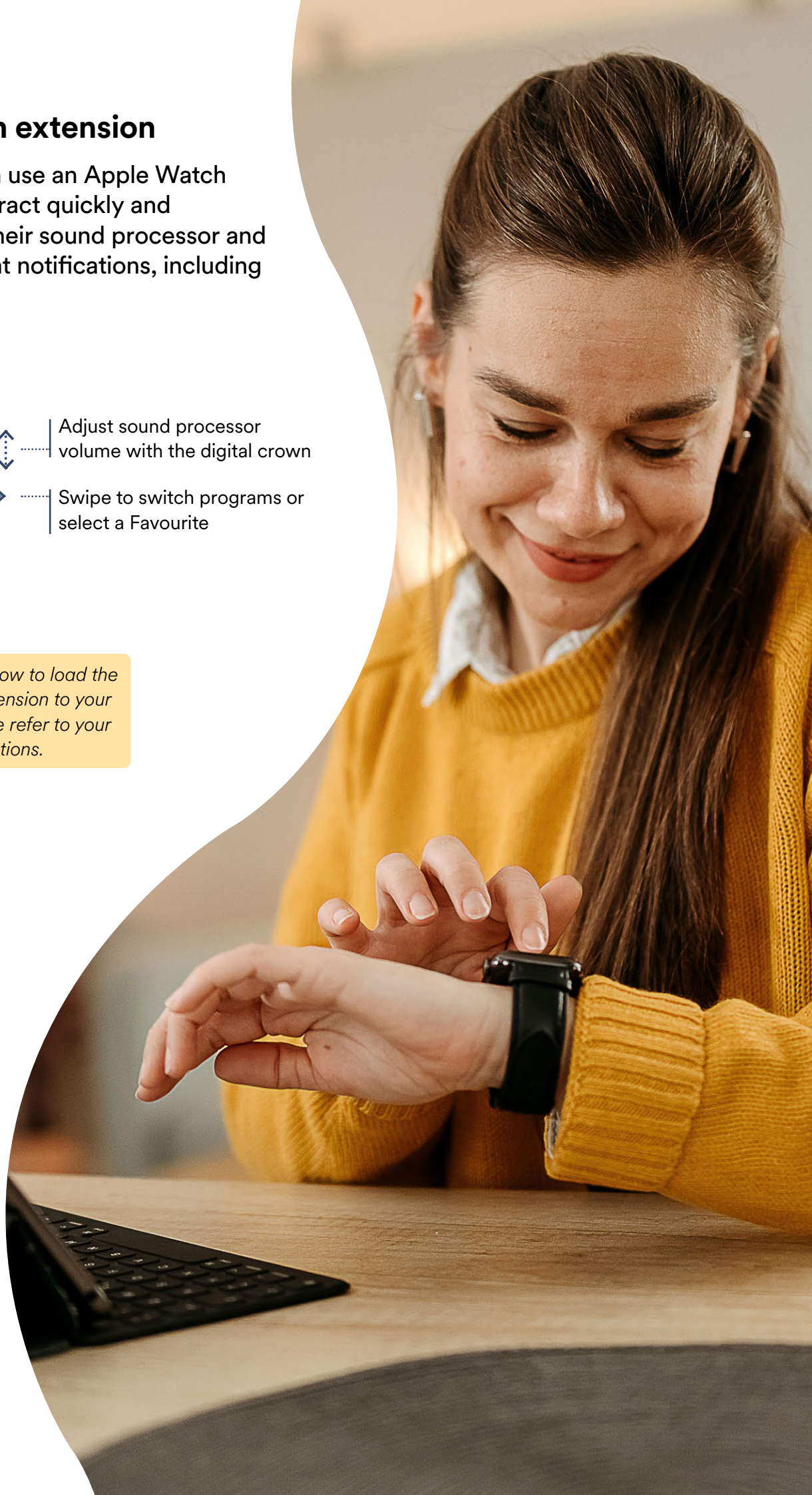


Apple Watch extension

iPhone users can use an Apple Watch extension to interact quickly and discreetly with their sound processor and receive important notifications, including battery alerts.



For instructions on how to load the Osia Smart App extension to your Apple Watch, please refer to your Apple Watch instructions.



Remote Assist for Osia® 3/3(I) Sound Processor recipients

Part of Cochlear's Remote Care program, Remote Assist allows Osia 3/3(I) Sound Processor recipients to have live video appointments with your hearing health professional via the Osia 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

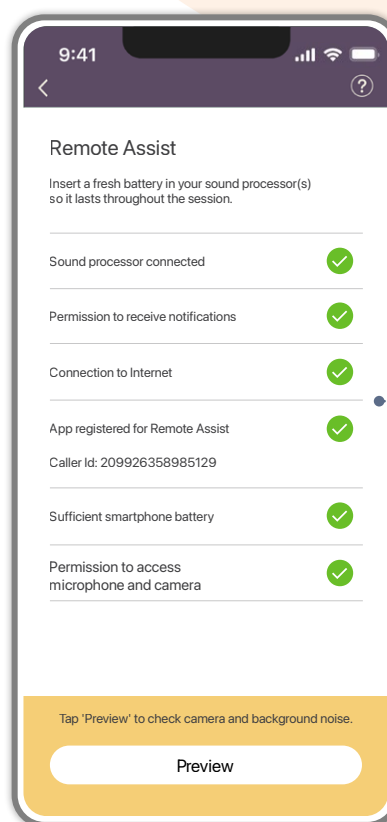
Your clinician will provide a code that you can use scan, or manually enter, within the app to create a relationship with the specified clinic for the purpose of conducting a Remote Assist call.

We recommend you find a quiet, well-lit, and comfortable location with stable Wi-Fi connection where you can sit for the duration of the Remote Assist session. 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. When all checklist items are marked as done, you are ready for your session.

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

If you receive camera and microphone access requests from the app in the preview, make sure you approve them. This is needed for Remote Assist to work.

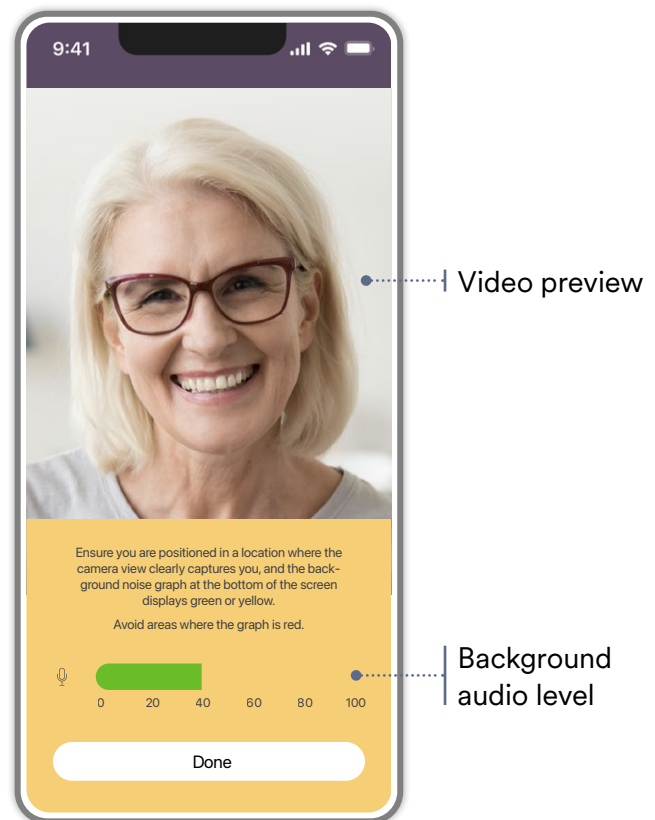


Pre-session
checklist

Remote Assist for Osia 3/3(l) Sound Processor recipients

- Charge your sound processor so it lasts throughout the session.
- Charge your smartphone, or keep it connected to a charger, to prevent it from entering low power mode, which can disable push notifications and prevent the call from coming through. Make sure the battery will last for the full session. Also ensure that Do Not Disturb or similar modes are turned off, as these can also block the call from coming through.
- 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.



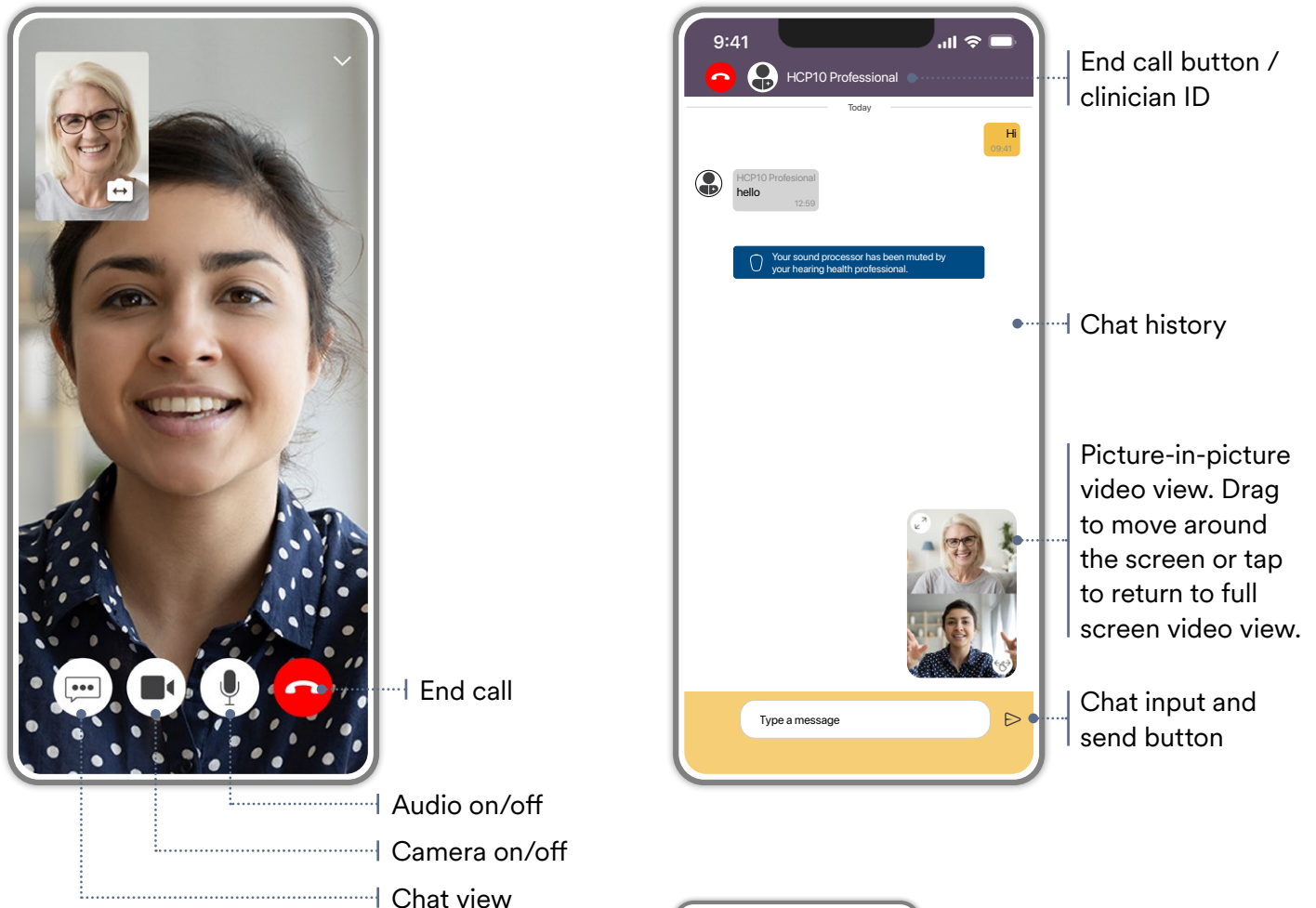
Note: For Remote Assist to be enabled, your Cochlear account needs to be linked to your clinic. This is either done as part of registering your sound processor, or by navigating to My Account in the main menu and tapping on 'Clinic Association'. Your clinic will provide you with a code that is unique for that clinic that you can scan with the app to create a relationship with that clinic.

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

Remote Assist for Osia 3/3(I) Sound Processor recipients

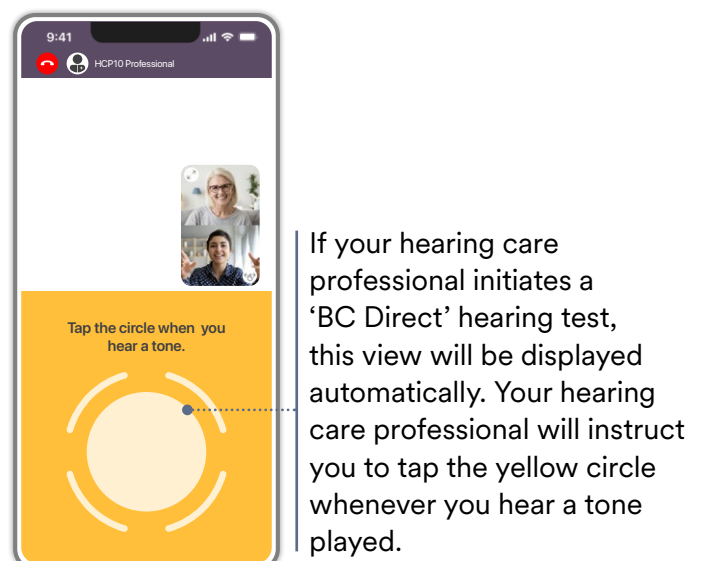
When you answer the call, the session will open in video view. There are options to turn audio or camera off or on, and to switch over to chat view.

Overview of Remote Assist screens



During the session

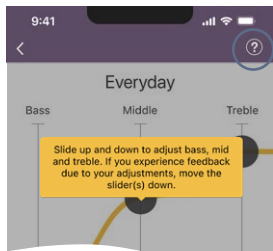
- you might be asked by your hearing care professional to restart your sound processor. This is to ensure they can establish a secure connection to program your device.
- the app will prompt you to grant permission for your hearing care professional to connect to your sound processor. If you deny this 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.



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

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.osiasmartapp.com.

Connection support

If the connection is lost and the app is unable to automatically reconnect to the Sound Processor, tap the sound processor icon on the home screen to access troubleshooting tips. If you are still not able to reconnect to the sound processor after following those tips, try these tips.

- Close and restart the app.
- Log out and log in again.
- Uninstall and reinstall app.
- Unpair and re-pair the Sound Processor from the phone in the Accessibility menu or Bluetooth settings depending on phone model.

Please note that logging out of the app or reinstalling it will clear the Hearing Tracker and any Favourites created. You will also be required to repeat the connection flow. If you have paired Wireless Devices to the app, this will also need to be repeated.

Updating the operating system of your smartphone

We recommend that you always keep your device up to date with the latest available operating system. 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.



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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 Osia System in Australia: The Osia System is indicated for patients with conductive, mixed hearing loss and single-sided sensorineural deafness (SSD) aged 5 years and above. Patients should have sufficient bone quality and quantity to support successful implant placement. Surgery is required to use this product. Any surgical procedure carries risk. 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 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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