



# Quality care, anywhere

Getting started with Cochlear™  
Remote Care for Baha®  
Sound Processors



Remote Care solutions are part of  
Cochlear Connected Care

# Welcome

Welcome to Remote Care for Baha® 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.

## Contents

|   |    |
|---|----|
| Before you start .....                      | 4  |
| <b>Remote Assist</b>                        |    |
| What to expect .....                        | 6  |
| Preparing for a Remote Assist session ..... | 8  |
| Tips for a successful video call .....      | 10 |
| Starting a Remote Assist session .....      | 12 |
| During a Remote Assist session .....        | 14 |
| Troubleshooting .....                       | 19 |
| Common questions .....                      | 20 |



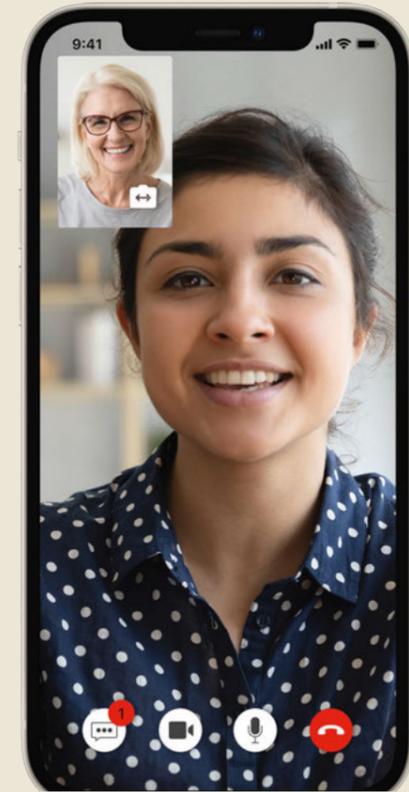
# Before you start

To use Cochlear™ Remote Care, you need to have:

- a Baha® 6 Max Sound Processor
- a compatible Apple or Android™ device\*
- created a Cochlear Account. If you don't have a Cochlear Account, your clinician can send an account invitation to your email address, which is the easiest way to create an account. Otherwise, you can create an account on the Baha Smart App or at myCochlear.com
- the latest version of the Baha Smart App downloaded on your device. To find the app, open the App Store or Google Play on your phone, search for 'Baha Smart', then tap 'Get' or 'Install'
- paired your sound processor(s) to the Baha Smart App. The app will provide instructions for doing this.



**Baha 6 Max  
Sound Processor**



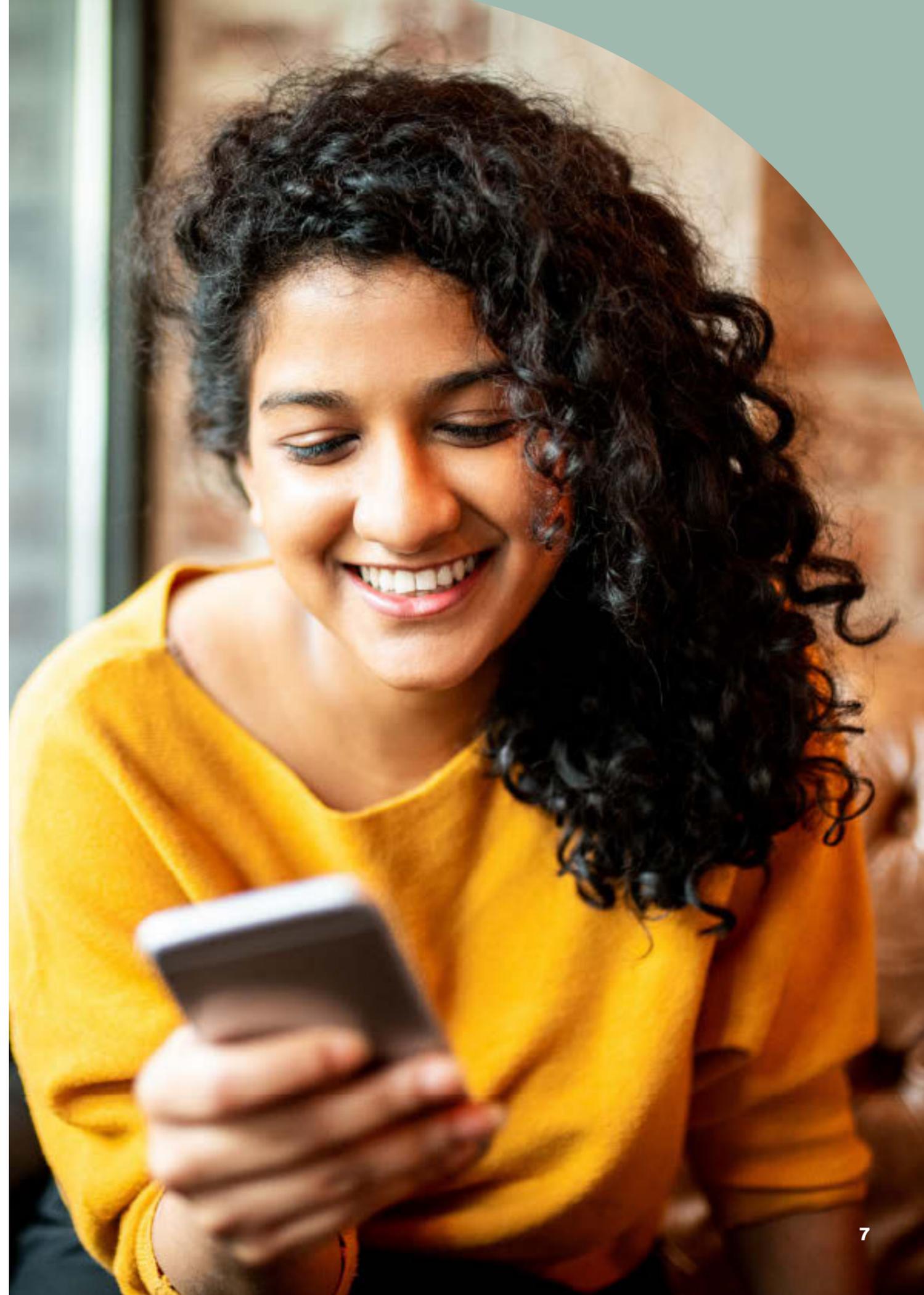
**Baha  
Smart App**



# 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 be set up:

- 1** Your clinician sets up a Remote Assist session in the same way you'd schedule a clinic appointment. A guide to help you prepare for the session is available in your Baha Smart App.
- 2** When it's time for your appointment, your clinician calls you. The call will come through your Baha Smart App, and you answer the video call as you would any other call.
- 3** During the call, you can consult your clinician and receive support. You can also text 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 can end the Remote Assist session by hanging up the call.



# Preparing for a Remote Assist session

To minimise disruptions during your Remote Assist session:

## Create the right setting

- Find a quiet, well-lit, and comfortable location where you can sit for the duration of the Remote Assist session.
- You may find it helpful to use a phone holder, so your hands are free and the video remains steady.
- Have some objects nearby that can generate sounds, such as keys.
- Have paper and pencil handy as you may want to take notes during the session.

## Prepare your devices

- Charge your compatible smartphone\*, or connect it to its charger, so that it is powered throughout the session.
- Insert a fresh battery in your sound processor for the 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 Baha Smart App

- Check your sound processor(s) is paired to your Baha Smart App.
- Check that Remote Assist is available in your Baha Smart App. If it is not, contact your clinician.



# 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 minimise 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. If you have large windows, face the windows so they light you up, or sit near a lamp.

Avoid sitting with a strong light source behind you as your camera will struggle to adjust and this will place your face in shadow.

## Maximise 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.



Good signal



Poor signal

## 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.

## Practise

If you are not familiar with video calling, we recommend you make a practise video call to a friend prior to the Remote Assist session. A practise 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 sound processor is registered and associated with that clinic, there will be a 'Remote Assist' option available in the Baha Smart App main menu.

To join your Remote Assist session:

- 1 Tap to open the Baha Smart App menu (image 1).
- 2 Tap 'Remote Assist' (image 2).
- 3 On the Remote Assist page (image 3), tap 'Next' and read through the checklist (image 4).
- 4 Tap 'Preview' to check camera and background noise (image 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 hearing care professional can see and hear each other.
- 5 Wait for your hearing health professional to call you at the scheduled time.



Image 1

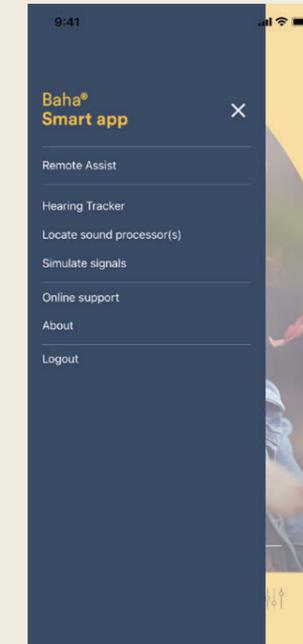


Image 2

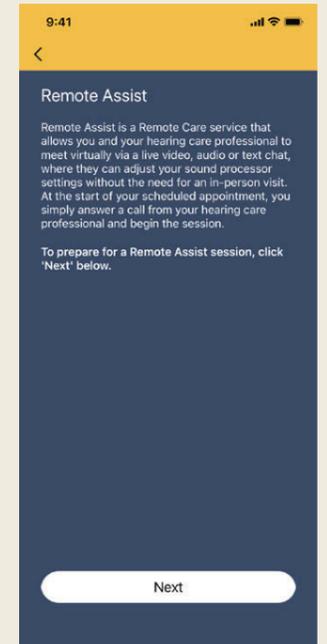


Image 3

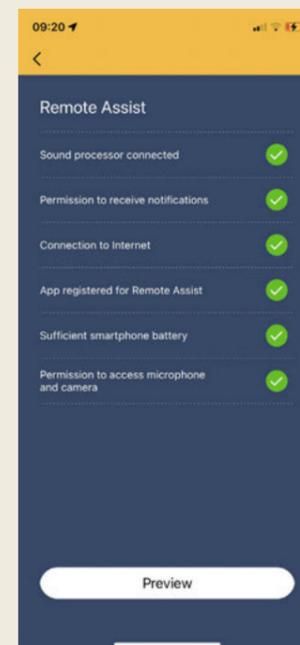


Image 4



Image 5

# During a Remote Assist session

- 1 When your scheduled appointment begins, your hearing health professional will initiate the session. All you need to do is answer the call on your smartphone (images 6a and 6b).
- 2 Once you answer the call, the Baha Smart App will open on a call view. If you and your hearing health professional are both using cameras, you will be able to see each other (image 7). We recommend sharing 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 hearing care professional will be streamed directly to the sound processor. Otherwise, their voice will be routed via the smartphone speaker.

**Note: As a Carer, consider turning audio streaming off so you too can hear the hearing health professional.**

- 3 Once the session is established, you and your hearing health professional can engage fully via live audio and video. You can also write text messages to each other (image 8).
- 4 If you decide to adjust your sound processor, your hearing health professional can proceed and 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.**

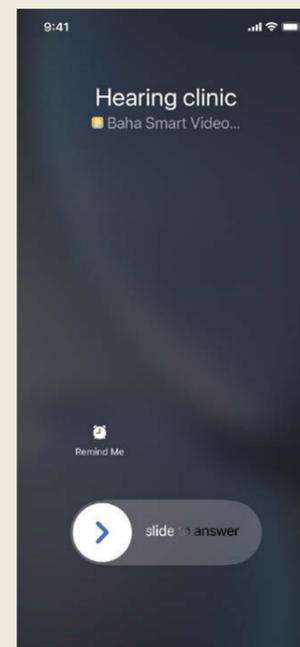


Image 6a

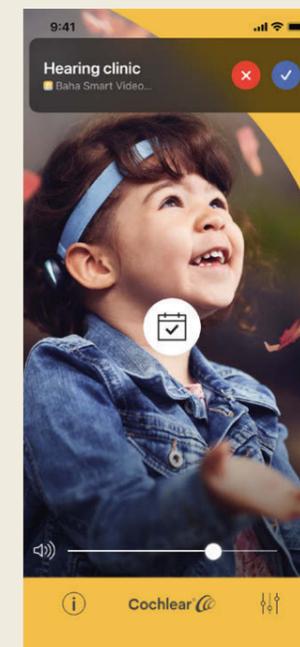


Image 6b



Image 7



Image 8

# During a Remote Assist session (cont'd)

- 5 During the session, there is little you need to do, other than listen and respond to your hearing health professional. Depending on the purpose of your session, your hearing health professional 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 hearing health professional 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 hearing care professional will enable it for you, and your app will present you with this screen (image 9). When you hear the tone in the sound processor, simply tap the yellow circle.

- 6 When you and your hearing health professional are satisfied with the sound processor adjustments, your hearing care professional will save them to your sound processor to permanently apply them.
- 7 Once the sound processor settings are saved, you or your hearing health professional can finish your session and hang up the call. You will then return to the 'Home' screen of the Baha Smart App (image 10).

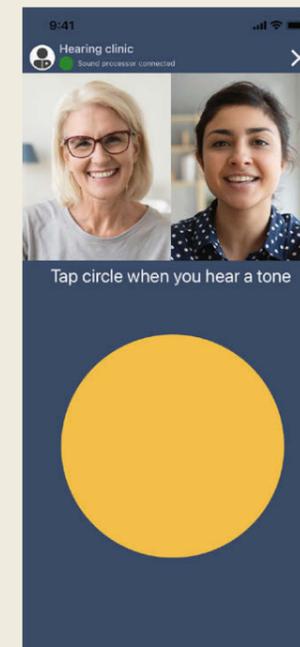


Image 9

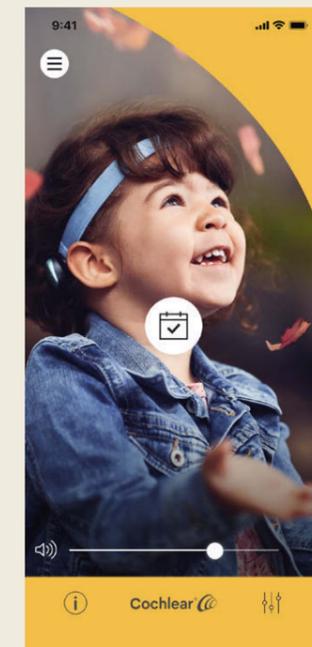


Image 10



## 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 hearing health professional 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 Baha Smart App to connect again. Then wait for your hearing health professional to call you again.

# Common questions

## **Q: How do I download the Baha Smart App?**

**A:** Simply tap the App Store or Google Play icon on your phone, search for 'Baha 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 Baha Smart App and Remote Assist are listed here: [www.cochlear.com/compatibility](http://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](http://www.cochlear.com/corporate/privacy-current/en)

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

**A:** When your hearing health professional 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 Baha Smart App, go to Settings > Hearing Tracker.

If the recipient has multiple parent/carers with the Baha 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 Baha Smart App with the nominated email address used by the clinic.

**If you have any further questions about Remote Assist, speak to your clinician or contact Cochlear Customer Service. Find your nearest customer service centre at:**

**[www.cochlear.com/customer-service](http://www.cochlear.com/customer-service)**



# 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 650,000 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.

\* For compatibility information visit [www.cochlear.com/compatibility](http://www.cochlear.com/compatibility)

 **Cochlear Bone Anchored Solutions AB**, Konstruktionsvägen 14, 435 33 Mölnlycke, Sweden  
Tel: +46 31 792 44 00

**Cochlear Ltd.** (ABN 96 002 618 073), 1 University Avenue, Macquarie University, NSW 2109 Australia  
Tel: +61 2 9428 6555

**Cochlear Americas**, 10350 Park Meadows Drive, Lone Tree, CO 80124, USA  
Tel: +1 303 790 9010

**Cochlear AG**, EMEA Headquarters, Peter Merian-Weg 4, 4052 Basel, Switzerland  
Tel: +41 61 205 8204

**Cochlear Latinoamerica, S. A.**, International Business Park Building 3835, Office 403 Panama Pacifico, Panama  
Tel: +507 830 6220

**Cochlear Europe Ltd.**, 6 Dashwood Lang Road, Bourne Business Park, Addlestone, Surrey, KT15 2HJ, United Kingdom  
Tel: +44 1932 26 3400

**Cochlear Tıbbi Cihazlar ve Sağlık Hizmetleri Ltd. Sti.**, Çubuklu Mah. Boğaziçi Cad. Boğaziçi Plaza, No: 6/1, Kavacık, TR-34805 Beykoz-Istanbul, Turkey  
Tel: +90 216 538 59 00

[www.cochlear.com](http://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 instructions for use. Not all products are available in all countries. Please contact your local Cochlear representative for product information. In Australia, Baha bone conduction implant systems are intended for the treatment of moderate to profound hearing loss.

The Cochlear Baha 6 Max Sound Processor is compatible with Apple and Android devices. The Cochlear Baha Smart App is available on App Store and Google Play. For compatibility information, visit [www.cochlear.com/compatibility](http://www.cochlear.com/compatibility).

Cochlear, Baha, 科利耳, コクレア, 코클리어, Hear now. And always, SmartSound, the elliptical logo, and marks bearing an ® or ™ symbol, are either trademarks or registered trademarks of Cochlear Bone Anchored Solutions AB or Cochlear Limited (unless otherwise noted).

Android and Google Play are trademarks of Google LLC.

Apple and iPhone are trademarks of Apple Inc., registered in the U.S. and other countries. App Store is a service mark of Apple Inc.

© Cochlear Bone Anchored Solutions AB 2022. All rights reserved.

D1900166 V1 2022-02