

FAQ

Cochlear™ Baha® Smart App



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General Settings

Which hearing devices are compatible with the Baha® Smart App?

The Baha Smart App is compatible with the Baha 6 Max Sound Processor. If you have a Baha 5 Sound Processor, you need to use the Baha 5 Smart App.

Which smartphones are compatible with the Baha Smart App?

For an up-to-date list of compatible smartphones and operating systems (OS), please refer to www.cochlear.com/compatibility

Will the app work if I update to a newer operating system (OS) version?

Yes, in most cases. The app is verified on the OS available at time of launch. If a newer OS version is reported to cause any issues, we will aim to update the app and resolve the issue as soon as possible.

To minimize the risk of problems with the pairing, connection or app when updating the OS, we recommend that you either:

- log out from the app, unpair the sound processor and uninstall the app prior to updating the OS, or
- log out from the app, unpair the sound processor, uninstall the app then restart your smartphone after you have updated the OS.

Afterwards, start by pairing the sound processor, then download and install the app (see further instructions below) and log in again using the same details as before.

How do I download and install the Baha Smart App?

The app can be downloaded for free from Apple® App Store or Google Play. The app may not be available in all countries.

Do I need an accessory to use the app?

No. You only need to pair your smartphone with your Baha 6 Max Sound Processor to use the app.

I have downloaded the Baha Smart App. Now what do I need to do?

To use the app to monitor and control your sound processor, you first need to pair and connect your sound processor to your smartphone.

Before you start pairing...

1. Make sure your sound processor has a new battery.
2. Completely close any other open apps.
3. Turn off any wireless accessories.
4. Ensure your sound processor is turned off.
5. Start the Baha Smart App and follow the on-screen instructions, or see the separate Connectivity Quick Guides for pairing instructions.

To use the Baha Smart App, you need to first log in with your Cochlear Account. If you do not have a Cochlear Account, or can't remember your Cochlear Account log in details, follow the on-screen instructions, or see the separate Account Creation guide.

Where can I find instructions on how to use the Baha Smart App?

There is contextual support available in the app. Simply tap the 'question mark' icon in the top right corner of the screen for assistance relevant to that screen. For more extensive support, visit www.bahasmartapp.com

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I have two Baha 6 Max sound processors.

Can I use the Baha Smart App to control both?

Yes, if they were fitted in the same session and your clinician kept the default control sync. However, if your two sound processors are not synced, you will have to choose which one to connect to.

If you have paired to one sound processor and want to pair to a second one, you first need to remove the previous sound processor, otherwise your smartphone will not search for the new one. The app will recognize if there are one or two sound processors and will adapt the user interface accordingly (e.g. to present one or two volume sliders).

How do I disconnect a previously paired sound processor from the Baha Smart App?

To remove a previously connected sound processor from your smartphone, first log out from the app by tapping the main menu ☰ in the top left corner, then select 'Log out'. This will break the secure connection between the App and the sound processor, and log you out from your Cochlear Account.

To completely unpair your sound processor from your smartphone, see instructions in the separate Connectivity Quick Guides.

I have two or more smartphones. Can I run the Baha Smart App on all of them?

Yes, you can pair up to 5 smartphones to your sound processor(s) and have the app installed on all of them. However, you can only connect one smartphone at a time to your sound processor(s).

Connection

How do I connect the Baha Smart App to my Baha 6 Max Sound Processor?

If you have paired your sound processor to your smartphone, and your sound processor is turned on, has sufficient battery and is within range, the app will automatically connect when started. Simply follow the on-screen instructions to log in and connect.

What can I do if the Baha Smart App won't connect to my Baha 6 Max Sound Processor?

The app provides on-screen instructions on how to resolve issues with connection. Make sure you are using the latest operating system (OS) (unless otherwise communicated from Cochlear on www.cochlear.com/compatibility). We recommend that you, prior to updating the OS, un-pair your sound processor and then pair again after the update.

Additionally, if you are streaming audio from your compatible smartphone to the sound processor when the app is started, you can experience problems connecting. If the app is running in the background when audio is being streamed, this should not be an issue.

What do I do if the app loses connection?

The connection between your sound processor and smartphone can be lost if the sound processor battery level is low or if the distance between the smartphone and sound processor is too great or blocked.

Make sure the sound processor has sufficient battery and is within range of the mobile device. Make sure Bluetooth is turned on and then restart the app. The app should automatically reconnect.

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When connection is lost, an option to 'Start troubleshooting' will be presented. Tap it to start Guided Troubleshooting to get further assistance.

How far away can the smartphone be without losing connection with the sound processor?

It is difficult to give an exact distance since this depends on factors such as sound processor battery level, any solid objects in-between, and the environment you are in.

I have paired my Baha 6 Max Sound Processor with my smartphone and it works for a short while before connection is lost.

The battery level on your sound processor may be too low to support the connection. Try to replace the battery. The app will reconnect automatically.

If connection is lost, tap the Status icon (i) in the bottom-left corner of the app to start a Guided Troubleshooting workflow.

Volume and mute settings

What am I adjusting when using the Baha Smart App volume slider?

When using the app volume slider you are adjusting the volume picked up by the sound processor microphones.


If you are streaming audio from a wireless accessory, you can adjust its volume by using the wireless accessory volume slider. Note that this volume slider only appears when you are in a wireless streaming program.

If you are streaming audio from your smartphone, adjust the volume as you normally do via the hard keys on your device or via the volume control in the particular audio streaming app.


Can I use the app to adjust sound processor volume during calls or while streaming sound?

Yes, you adjust the sound processor volume by using the volume slider. If you would like to adjust the volume of the phone call or the streamed audio, use the phone hard keys.



How do I make volume adjustments to ONLY my right or left sound processor?

If you are a bilateral user and want to adjust the volume on your left and right sound processor individually, tap the horizontal sliders icon  to the right of the volume slider.

Can I mute the sound?

Yes, just tap the mute icon  to the left of the volume slider.

Can I mute the sound on ONLY my right or left sound processor?

Yes, tap the horizontal sliders icon  to the right of the volume slider, then tap the corresponding mute icon .

Programs

Which programs can I choose?

The app will present all the programs on your sound processor. It will also show all wireless accessories that are connected, as well as any Favorites that you may have created.

Why can't I change programs?

You may have lost connection to your sound processor. When connection is re-established you can change program again.

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What happens if I change programs by pressing the button on the sound processor, or if I use the Remote Control to adjust volume?

The app is connected to your sound processor and monitors your sound processor status. If you change programs by pressing the button on the sound processor or use the remote control, the app interface will update accordingly.

What is a Favorite?

A Favorite is a set of personalized adjustments that are applied to a sound processor program. You can view it as a shortcut. When you select a created Favorite, the app will first switch to the sound processor program and then apply the bass, mid and treble adjustments. These adjustments are stored in the app and not on the sound processor.

How do I create a Favorite?

Start by activating the default program you wish to base your Favorite on, then tap the equalizer icon in the tab menu at the bottom of the screen. Make the adjustments you want, then select Next at the bottom of the screen. Select an icon that you believe represents the Favorite you are creating, then select Next. Choose a location to geotag (iOS only) the Favorite and tap Done.

How do I edit a Favorite?

Tap the Program icon to display the Favorites along the bottom of the screen and select the Favorite you wish to edit to activate it. Then tap the equalizer icon button in the tab menu at the bottom of the screen. Make the adjustments to the sound, the chosen icon or the geotagged location (iOS only).

How do I remove a Favorite?

Tap the Program icon to display the Favorites along the bottom of the screen. Then long-press the icon of the Favorite you wish to remove and select to delete it. This will also remove any associated geotagged location (iOS only).

If I create a Favorite, will my hearing care professional be able to read it from my sound processor?

No. Favorite adjustments are only stored in the app so your Hearing Care Professional will not be able to see them in the fitting software. The Favorite adjustments are visible on the 'Hearing Tracker' page available from the main menu ≡ in the top left corner of the app.

What does the bass, mid and treble adjust?

By moving the bass, mid and treble sliders up and down you can customize your hearing experience.

The bass, mid and treble cover various frequency bands and can be adjusted by +6 dB to -6 dB, where each step equals a change of 1dB.

What are Presets?

Cochlear have provided 'Presets' that are recommended in certain situations. They contain a mix of noise handling settings and equalizer adjustments. Once you have selected a Preset, you can manually fine-tune the equalizer, but not the noise handling settings.

We recommend that you consult with your hearing care professional about the suitability of these features, especially if you are the caregiver of a child.

Locations and notifications

How does geo tagging actually work?

Geo tagging is a feature that is only available for Apple devices (not Android™ smartphones). Once you have created a Favorite you can choose to link it to a specific location. When you arrive at that location, the app will automatically switch to that Favorite.

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Why can't I add a location?

Geo tagging is a feature that is only available for Apple devices (not Android smartphones). Your mobile device needs internet connection so the app can download maps and store your location.

Can I add a location even if I am not physically there?

Geo tagging is a feature that is only available for Apple devices (not Android smartphones). By default, your current location will be selected. You can simply swipe the map and pinch to zoom in or out. By pressing a new location on the map, that location will be set instead.

How can I delete a stored location?

Geo tagging is a feature that is only available for Apple devices (not Android smartphones). Select the Favorite that has the location linked and press the equalizer icon at the bottom of the screen. Tap Next to see the icon library. Tap Next to see the geotagged location. Select 'Do not use location' and tap Done to remove the geotagged location.

How does 'Locate device' actually work?

There are two different technologies the app uses to assist you in locating your lost sound processor:

- When the sound processor is on and is close enough to the smartphone for it to retain/establish a connection, the app uses the Bluetooth signal strength to advise you if you are getting closer to, or farther away from the sound processor.
- When the sound processor is off or is too far away from the smartphone for it to retain/establish a connection, the app stores the location and plots it on a map. This allows you to see where you last had a connection, and where you are likely to locate your lost sound processor. Please note that the app does not track the sound processor

location in real time. If the sound processor is still on and you get within range, it will automatically reconnect and you can switch over to search via signal strength for a more accurate location.

What does the app notification "Allow Baha Smart to access your location even when you are not using the app" mean?

To add a location to a Favorite, or to use the 'Locate device' feature, you must allow for location access.

You can always turn location access ON or OFF later via your smartphone settings.

What does the app notification "Baha Smart would like to send you notifications" mean?

The app will send you notifications relating to battery and connection warnings or tips on how to achieve the best hearing experience.

You can always turn notifications ON or OFF later via your smartphone settings.

Apple Watch

What can I do via my Apple Watch (iOS only)?

The Apple Watch interface offers quick access to core functions such as changing program or adjusting volume. Simply swipe left or right to choose a program, select a Favorite or activate streaming from wireless accessories. Rotate the crown to adjust volume up and down, or mute by setting volume to 0.

The Apple Watch will also display notifications such as sound processor battery warnings.

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Other

What does the battery indicator show?

The battery indicator in the app will show the current power level of your sound processor battery as full or low. Low battery strength means that wireless operation is close to interruption and that batteries should be changed soon.

The Baha 6 Max Sound Processor uses a zinc-air battery, which provides almost the same level of power until it is nearly empty and then loses power very rapidly. It is therefore difficult for the app to display an accurate battery level until the sound processor provides a battery warning.

Does the app impact battery consumption?

No. The app does not significantly impact the consumption of the sound processor battery.

Running the app will take up some of the smartphone battery, similar to other apps. In order to use the 'Locate device' functionality of the app, GPS needs to be turned on. To save battery, you can turn off the GPS on your smartphone.

Can I get the app in a language other than English?

Yes. The Baha Smart App is available in the local languages of the countries it is released in. The app will be displayed in the language your smartphone is set to.

To change the language of the Baha Smart App you need to change the language of your smartphone.

What is Demo mode?

Demo mode allows you to run the app without a connection to the sound processor for demonstration purposes.

How do I remove the app?

We recommend you first logout from the Baha Smart App by tapping the main menu ☰ in the top left corner, then select 'Log out'. Then simply uninstall the app as you would any other app on your smartphone.

As a parent of a child with a Baha 6 Max Sound Processor, can I use the app?

Yes. If you pair your mobile device with your child's sound processor you can control and monitor it from a distance, but you need to be within range. This allows you to see battery status, adjust volume and change program without needing to touch the sound processor.

Why do you collect data, and what type of data do you collect?

Cochlear collects information to analyze how the app's features are used. It enables us to identify opportunities to improve existing functionality and develop new features for the app. The information we collect is aggregated, anonymized, non-personally identifiable data across all users. You can easily stop all collection of information by switching off the functionality in the app settings menu or by uninstalling the app.

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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.

Cochlear Sound Processors are compatible with Apple and Android devices. Cochlear Smart Apps are available on App Store and Google Play. For compatibility information visit www.cochlear.com/compatibility.

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