

# Cochlear™ Osia® Smart App for iPhone®

## Benefits of using the Cochlear™ Osia® Smart App

- Control your Osia 2 Sound Processor directly from your smartphone.
- Adjust volume, change program and activate streaming from Cochlear™ True Wireless™ accessories.
- Personalize your hearing experience.
- Receive assistance and get helpful operating tips.
- Locate a lost sound processor.

## How to download the Cochlear Osia Smart App

The Cochlear Osia Smart App is free to download from the App Store in approved countries.

## Compatibility

The Osia Smart App works with the Osia 2 Sound Processor and compatible iPhone® models. For up-to-date iPhone, Apple Watch® and iOS compatibility, please refer to [www.cochlear.com/compatibility](http://www.cochlear.com/compatibility)



## Apple Watch

Use for quick access to adjust volume, or to change program, select a Favorite or activate streaming from wireless accessories. The Apple Watch will also display notifications such as sound processor battery warnings.



## Setup Guide

# Cochlear<sup>™</sup> Osia<sup>®</sup> Smart App for iPhone<sup>®</sup>

## Getting Started



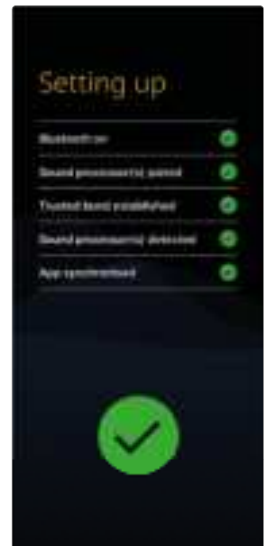
Before downloading, installing and opening the App, you need to pair your sound processor to your iPhone. This is done via your iPhone Settings. For instructions on pairing, see further below in this guide.



Once you've started the App you can tap "Demo" to start learning about the different functions and features, or tap 'Get started' to proceed with connecting the App to your sound processor.





To control your sound processor with the Osia Smart App, you will need to log in with your Cochlear Account details. If you do not have a Cochlear Account, you can create an account by tapping 'Create account' and following the on screen instructions.





Once logged in, the App will go through a series of steps to ensure a secure connection can be completed. If there are any issues, instructions will be presented to you on the screen. Once complete, the App will automatically proceed to the Home screen.

## Adjusting Volume and Balance

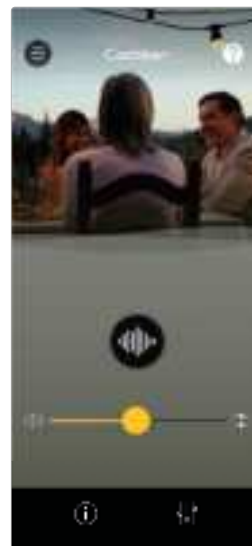


Use the volume slider to adjust the sound processor volume, or tap the speaker icon  to mute. If you have a bilateral configuration, tap the horizontal sliders icon  to expand and gain access to the individual volume sliders.

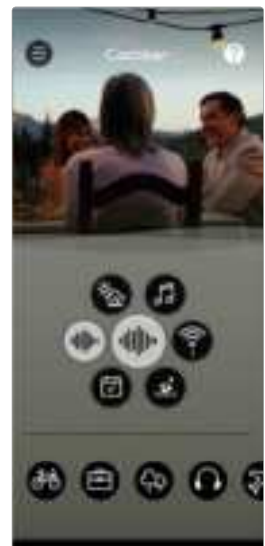


To adjust the volume of audio that is streamed from wireless accessories, use the red volume slider, or tap the corresponding icon  to mute. If you have a bilateral configuration, tap the horizontal sliders icon  to expand and gain access to the individual volume sliders.

## Changing Program and Activating Streaming from Wireless Accessories



Tap the program icon to change program or activate streaming from wireless accessories.




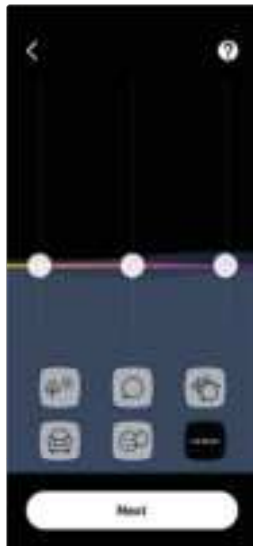
Tap the program icon to access all available sound processor programs and paired wireless accessories, then tap the program/ accessory you wish to switch to. If you have created your own Favorites, they will be presented in a scrollable list along the bottom.


# Cochlear™ Osia® Smart App for iPhone®

## Creating Favorites



1. Tap the equalizer icon  in the tab menu on the Home screen to adjust bass, mid and treble.



2. Move the sliders up or down to optimize the sound to the environment you are in. Tap the  icon to return to default (flat) settings.




3. The App has some presets that could be useful in different sound environments. You can always fine-tune them manually by using the sliders. Tap the 'Next' button to save these settings as a Favorite in the App for easy access later.



4. Choose an icon for your new Favorite, then tap 'Next'. Then choose whether to link your Favorite to a specific location or not, then tap Done.

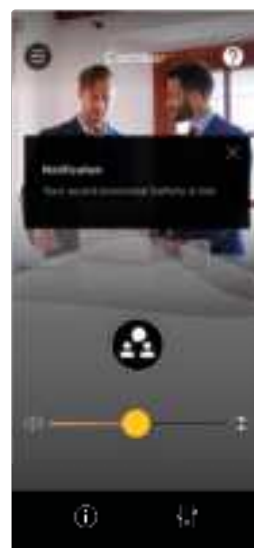
## Status, Alerts, and Notifications



Tap the information icon  to see current sound processor status.



The status screen shows current program, volume level etc. This can be very useful if you are a parent/carer to an Osia recipient.



Notifications will also be displayed as pop-ups in the App. Once read, tap the X to close them.

## Setup Guide

# Cochlear™ Osia® Smart App for iPhone®

## Settings Screen



From the App Settings screen, available by tapping the settings menu icon ≡ on the Home screen, a range of options and features are available to you.



Tap 'Locate device' in the settings menu to locate a lost sound processor that is near you by using signal strength (the closer you get, the higher the bar(s) will be).



Tap the pin icon 📍 at the bottom of the Locate Device page to locate a sound processor that is farther away. The map will show the last known location your phone had a connection with your sound processor.



Tap 'Hearing Tracker' in the settings menu to track your sound processor usage, and to see the model and serial number of your sound processor.

## Apple Watch



Swipe left or right across screen to select program, activate streaming from wireless accessory or pick a Favorite. Use Digital Crown dial to adjust volume up or down (or mute by setting volume to 0).

# Cochlear<sup>TM</sup> Osia<sup>®</sup> Smart App for iPhone<sup>®</sup>

---

## How to pair and connect your sound processor to the Osia Smart App

### Pairing your iPhone to your sound processor

Before you start pairing...

- 1 Make sure your sound processor has a fresh battery.
- 2 Completely close any open Apps by double-clicking your iPhone Home button and swipe up for each App.
- 3 Turn off any wireless accessories.
- 4 Ensure your sound processor is turned off.
- 5 On your iPhone, go to Settings -> Accessibility
- 6 Turn on your sound processor to make it discoverable for 120 seconds. When pairing to two sound processors, turn them on simultaneously.
- 7 On your iPhone, tap 'Hearing Devices.'  
If Bluetooth<sup>®</sup> is turned off, tap to turn it on.
- 8 Your iPhone will now start searching for your sound processor. This may take some time.
- 9 Tap the name of the sound processor, once it appears. If you are pairing bilateral sound processors, only one name will appear together with R + L.
- 10 When the pairing window appears, accept the pairing request (or pairing requests if pairing bilateral sound processors).
- 11 Important: Wait (and do not leave the pairing screen) for pairing confirmation to be heard in the sound processor before proceeding. A series of 6 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).
- 12 Once paired, proceed with starting and connecting the Osia Smart App.

### Connecting the Osia Smart App to your sound processor

Before starting the Osia Smart App, make sure pairing was confirmed, your sound processor has a fresh battery and is switched on.

Simply tap the Osia Smart App icon on your iPhone to activate the App.

- 1 Allow the App to access your location in order to help you locate a lost sound processor and advise you when entering a linked location.
- 2 Allow the App to send you notifications in order to receive battery and connection warnings or tips on how to achieve the best hearing experience.
- 3 Read the Privacy statement and choose whether to approve or decline the option to send de-identified diagnostic and usage information to help Cochlear further improve our products. The choice does not impact your ability to use the App.
- 4 Select 'Get started' to be able to control your sound processor, or "Demo" to explore the App.
- 5 If you choose 'Get started', continue to log in using your Cochlear Account login details. If you do not have a Cochlear Account, select 'Create new account' and follow the instructions on the screen.
- 6 Once logged in, follow the instructions on the screen to proceed with creating a secure connection and synchronizing your App with your sound processor. If something doesn't work as intended, instructions will be presented.
- 7 Once connection is complete, the App will open on the Home screen and you are now ready to run the Cochlear Osia Smart App.

# Cochlear<sup>TM</sup> Osia<sup>®</sup> Smart App for iPhone<sup>®</sup>

## How to pair and connect your sound processor to the Osia Smart App

### Unpairing your sound processor from your iPhone

On your iPhone, tap Settings -> Accessibility -> Hearing Devices.

Under Devices, tap the name of your sound processor. Tap 'Forget this device.'

**Note:** You may need to turn off and on Bluetooth<sup>®</sup>.

### About Favorites

There are some instances where your Favorites may be removed from the App, including

- If you have a follow-up with a hearing care professional and changes are made to your program(s).
- If you pair a sound processor with a different serial number to your iPhone.
- If you manually pair a wireless accessory to your sound processor.

## Troubleshooting

### Connection is lost

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 iPhone. Then repeat the pairing sequence and restart the App.

For further support, visit [www.cochlear.com/customer-service](http://www.cochlear.com/customer-service) to find contact details to your local Cochlear Customer Service team.

### Updating iOS

To minimize the risk of connection problems when updating the iPhone operating system(iOS), we recommend that you unpair the sound processor and uninstall the App prior to updating the iOS.

If you experience problems after updating the iOS, unpair the sound processor, uninstall the App and restart your iPhone. Afterwards, start by pairing the sound processor, then download and install the App.

For up-to-date information about compatibility, visit [www.cochlear.com/compatibility](http://www.cochlear.com/compatibility)

Cochlear Osia 2 sound processors are compatible with iPhone, iPad and iPod touch. For compatibility information visit [www.Cochlear.com/Compatibility](http://www.Cochlear.com/Compatibility).

©2020. Apple, the Apple logo, FaceTime, Made for iPad logo, Made for iPhone logo, Made for iPod logo, iPhone, iPad Pro, iPad Air, iPad mini, iPad and iPod touch are trademarks of Apple Inc., registered in the U.S. and other countries. App Store is a service mark of Apple Inc., registered in the U.S. and other countries.

The Bluetooth<sup>®</sup> word mark and logos are registered trademarks owned by Bluetooth SIG, Inc. and any use of such marks by Cochlear is under license.

©Cochlear Limited 2020. All rights reserved. Hear now. And always and other trademarks and registered trademarks are the property of Cochlear Limited or Cochlear Bone Anchored Solutions AB. The names of actual companies and products mentioned herein may be the trademarks of their respective owners.

[www.Cochlear.com/US](http://www.Cochlear.com/US)

Follow us on



### Cochlear Americas

10350 Park Meadows Drive  
Lone Tree, CO 80124 USA  
Telephone: 1 303 790 9010  
Support: 1 800 483 3123

### Cochlear Canada Inc.

2500-120 Adelaide Street West  
Toronto, ON M5H 1T1 Canada  
Support: 1 800 483 3123