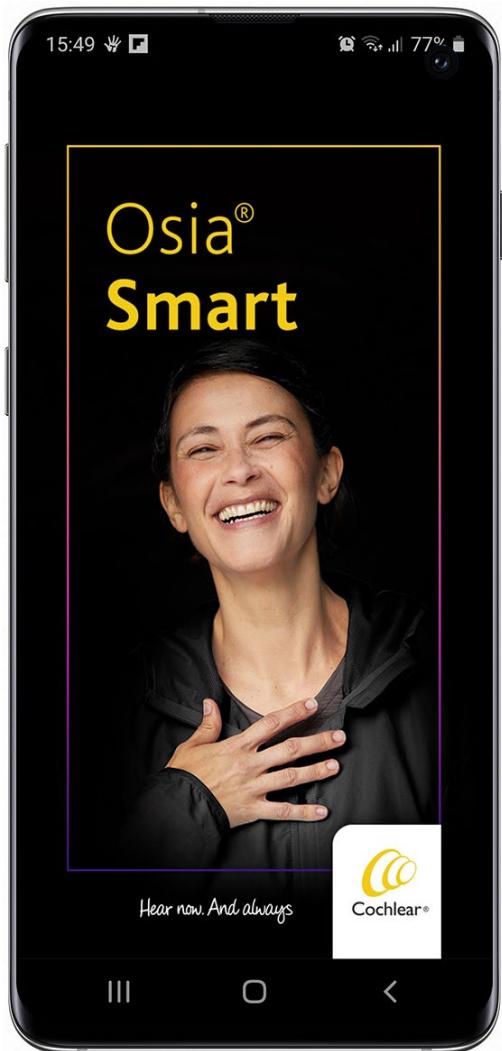


## Setup guide

# Cochlear™ Osia® Smart App for Android

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

- Control your Osia 2 Sound Processor directly from your compatible Android™ smartphone.
- Adjust volume, change program and activate streaming from Cochlear™ True Wireless™ devices.
- Personalise 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 Google Play in approved countries.

### Compatibility

The Osia Smart App works with the Osia 2 Sound Processor and compatible Android smartphones.

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



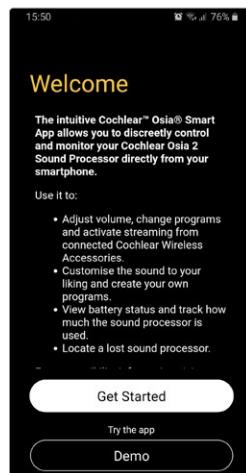
## Setup guide

# Cochlear™ Osia® Smart App for Android

### Getting started



Download, install and open the App. Instructions on how to proceed will be presented to you in the App.



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.

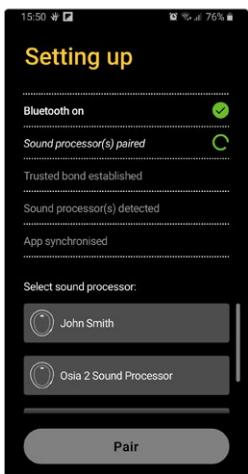


To control your sound processor with the Osia Smart App, you will need to log in with your Cochlear Account details. If you do not have a Cochlear Account, you can create an account by tapping 'Create account' and following the on-screen instructions.

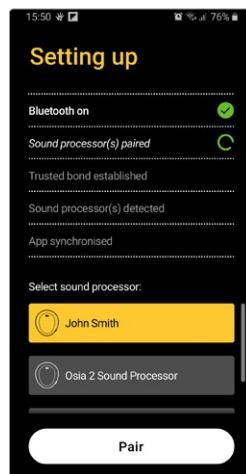
## Setup guide

# Cochlear™ Osia® Smart App for Android

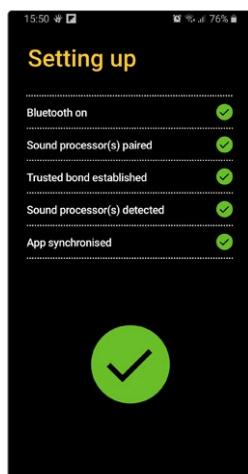
## Pairing sound processor and smartphone



Once logged in, the App will go through a series of steps to ensure a secure connection can be completed. One such step is pairing, where a list of available sound processors is presented.



Tap on your sound processor, then tap 'Pair'.

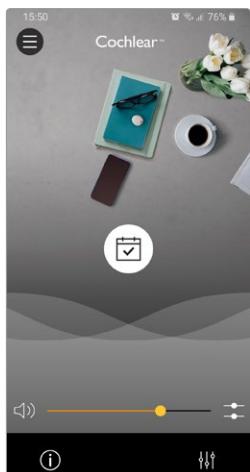


If there are any issues, instructions will be presented to you on the screen. Once complete, the App will automatically proceed to the Home screen.

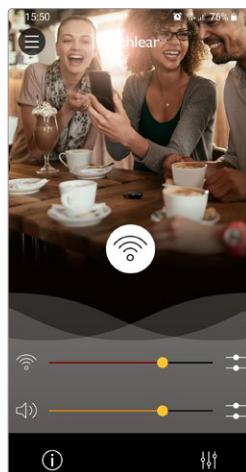
## Setup guide

# Cochlear™ Osia® Smart App for Android

### Adjusting volume

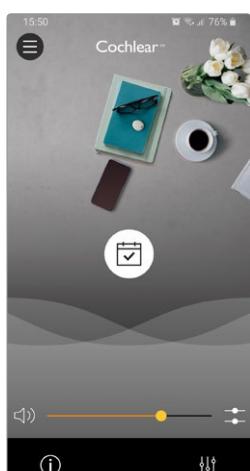


Use the volume slider to adjust the sound processor volume, or tap the speaker icon  to mute. If you have a bilateral configuration, tap the horizontal sliders icon  to expand and gain access to the individual volume sliders.

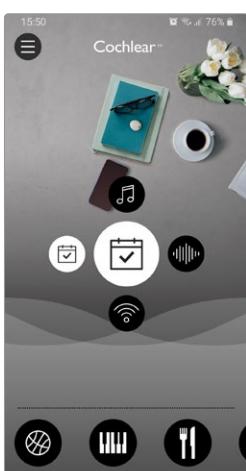


To adjust the volume of audio that is streamed from True Wireless devices, use the volume slider, or tap the corresponding icon  to mute. If you have a bilateral configuration, tap the horizontal sliders icon  to expand and gain access to the individual volume sliders.

### Changing program and activating streaming from True Wireless devices



1. Tap the program icon to access all available sound processor programs and paired True Wireless devices

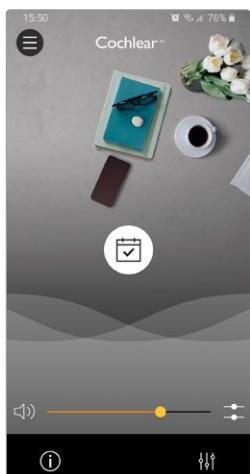


2. Tap the program/ accessory you wish to switch to. If you have created your own Favourites, they will be presented in a scrollable list along the bottom.

## Setup guide

# Cochlear™ Osia® Smart App for Android

### Creating Favourites



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



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

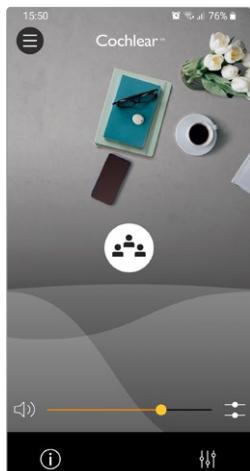


3. The App has some presets that could be useful in different sound environment. You can always fine-tune them manually by using the sliders. Tap 'Next' to save these settings as a Favourite in the App for easy access later.

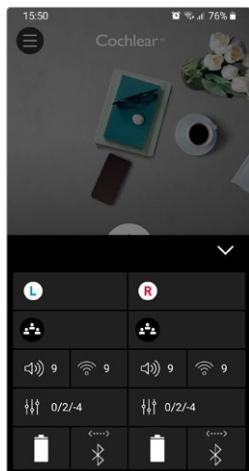


4. Choose an icon for your new Favourite, then tap 'Done'.

### Viewing sound processor status



Tap the information icon  to see current sound processor status.

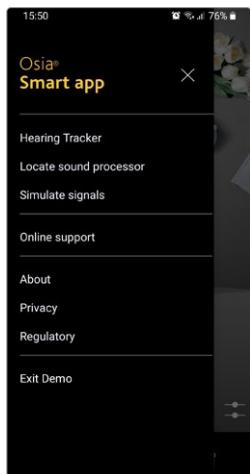


The status screen shows current program, volume level etc. This can be very useful if you are a parent/ carer to a Osia recipient.

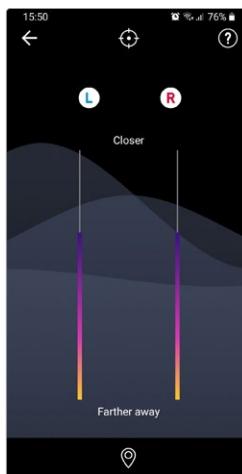
## Setup guide

# Cochlear™ Osia® Smart App for Android

### Settings screen



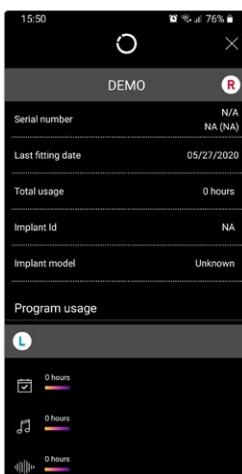
From the App Settings screen, available by tapping the settings icon  on the Home screen, a range of options and features are available to you.



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.

## Setup guide

# Cochlear™ Osia® Smart App for Android

## How to pair and connect your sound processor to the Osia Smart App on a compatible Android smartphone

### Pairing your smartphone to your sound processor

Before you start pairing...

1. Make sure your sound processor has a fresh battery.
2. Turn off any paired Cochlear True Wireless devices.
3. Ensure your sound processor is turned off, then start the App.
4. In the pop-up, allow the App to access your location in order to help you locate a lost sound processor.
5. In the pop-up, 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.

6. 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.
7. 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.
8. Once logged in, follow the instructions on the screen to proceed with pairing, creating a secure connection and synchronising your App with your sound processor. If something doesn't work as intended, instructions will be presented.
9. Once connection is complete, the App will open on the Home screen and you are now ready to run the Cochlear Osia Smart App.

## How to unpair your sound processor from the Osia Smart App and Android smartphone

### Unpairing your sound processor from your Android smartphone.

1. From the App Home screen, access 'Settings' by tapping the settings menu in the top left corner.
2. Tap 'Logout'. This will log you out of your account, break the secure connection and unpair your sound processor.

**Note:** You may need to turn Bluetooth functionality off and on.

### About Favourites

There are some instances where your Favourites 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 smartphone.
- If you manually pair a True Wireless device to your sound processor.
- When you log out from the App.

## Setup guide

# Cochlear™ Osia® Smart App for Android

## 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 log out\* and completely close down the App. Then start the App and repeat the pairing sequence.

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

### Updating Android OS

To minimise the risk of connection problems when updating the smartphone operating system (OS), we recommend that you log out\* and uninstall the App prior to updating the OS.

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

\* Please note that all Favourites are removed when logging out from 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.

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