Cochlear™ Baha® 5 Smart App for iPhone

General Settings

Connection

Volume and mute settings

Programs

Custom settings and locations

Other

Cochlear™ Baha® 5 Smart App for iPhone

General Settings

Which hearing devices are compatible with the Baha 5 Smart App?

A: The Baha 5 Smart App works with all Cochlear Baha 5 sound processors.

Which Apple devices are compatible with the Baha 5 Smart App?

A: The Baha 5 Smart App is verified on iPhones running the latest operating system. For up-to-date compatibility, please visit www.cochlear.com/compatibility

Will the app work if I update to a newer iOS version?

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

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

- unpair the sound processor and uninstall the app prior to updating the iOS, or

- unpair the sound processor, uninstall the app then restart your iPhone after you have updated the iOS.

Afterwards, start by pairing the sound processor, then download and install the app (see further instructions below).

How do I download and install the Baha 5 Smart App?

A: The Baha 5 Smart App can be downloaded for free from Apple App Store. Tap the App Store icon on your iPhone, search for 'Baha 5 Smart', and then download the app. The Baha 5 Smart App may not be available in all countries.

Why can't I find the Baha 5 Smart App in App Store when I search from my iPad?

A: The Smart app is optimised for iPhone, but will also run on iPad. When you search App Store from an iPad you will automatically search for iPad apps only. If you are using an iPad you need to change the "iPad only" app search criteria in the top right corner to "iPhone only".

Do I need an accessory to use the app?

A: No. You only need to pair your iPhone with your Baha 5 sound processor to use your app.

I have downloaded the Baha 5 Smart App. Now what do I need to do?

A: To use the Baha 5 Smart App to monitor and control your sound processor, you first need to pair your sound processor to your iPhone.

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 each app.

3. Turn off any wireless accessories.

4. Ensure your Baha 5 sound processor is turned off.

5. On your iPhone, go to Settings -> General -> Accessibility

6. Turn on your Baha 5 sound processor to make it discoverable for 120 seconds. When pairing to two sound processors, turn them on simultaneously.

7. On your iPhone, tap 'MFi Hearing Devices'. If Bluetooth is turned off, tap the toggle 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 will appear in the list.

10. Accept the pairing request (or pairing requests if pairing bilateral sound processors).

11. **Important:** Wait 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. Alternatively, wait for 120 seconds to be certain that the process has been completed.

I've downloaded the app and paired my mobile device to my sound processor. Now what do I do?

A: Simply tap the Baha 5 Smart App icon on your mobile device to activate the app. The App setup will begin:

Step 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.

Step 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.

Step 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.

Step 4: Read and swipe through remaining screens until you reach the 'Connect/Demo' screen.

Step 5: Select 'Connect' to be able to control your sound processor, or 'Demo mode' to explore the app.

Step 6: If you chose to connect, please wait for the app to connect to and read your sound processor data. Progress will be presented, along with suggestions if something doesn't work as intended.

Step 7: Once connection is complete, the app will open on the Volume screen and you are now ready to use the Cochlear Baha 5 Smart App.

Cochlear™ Baha® 5 Smart App for iPhone

Why does the app take some time to load after pairing?

A: When you open the app after the sound processor has been disconnected, the app needs to read information from the sound processor, which may take a little while.

Where can I find instructions on how to use the Baha 5 Smart App?

A: There is a full tutorial included in the Baha 5 Smart App. Select 'Get started' in the Support section. You can also download a setup guide from www.cochlear.com

I have two sound processors. Can I use the Baha 5 Smart App to control both?

A: Yes, if they are synced by your Hearing Care Professional. 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 Baha 5 Smart App will recognise 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 remove a previously paired sound processor?

A: To remove a previously paired sound processor from your iPhone, go to Settings -> General -> Accessibility -> MFi Hearing Devices and tap on the sound processor name. Then select 'Forget this device'.

I have two or more iPhones. Can I run the Baha 5 Smart App on all of them?

A: Yes, you can pair up to 5 iPhones to your sound processor(s) and have the Baha 5 Smart App installed on all of them. However, you can only connect one iPhone at a time to your sound processor(s).

Connection

How do I connect the Baha 5 Smart App to my Baha 5 sound processor?

A: If you have paired your sound processor to your iPhone, and your sound processor is turned on, has sufficient battery and is within range, the Baha 5 Smart App will automatically connect when started.

What can I do if the Baha 5 Smart App won't connect to my Baha 5 sound processor?

A: Make sure are using the latest iOS (unless otherwise communicated from Cochlear). We recommend that you, prior to updating the iOS, un-pair your sound processor and then pair again after the update.

Additionally, if you are streaming audio from your iPhone to the sound processor when the Baha 5 Smart App is started, you can experience problems connecting. If the Baha 5 Smart 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?

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

Make sure the sound processor has sufficent 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.

When connection is lost, an option to 'Start troubleshooting' will be presented along the top of the app screen. Tap it to start Guided Troubleshooting to get further assistance.

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

A: 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 5 sound processor with my iPhone and it works for a short while before connection is lost.

A: 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.

When connection is lost, an option to 'Start troubleshooting' will be presented along the top of the app screen. Tap it to start Guided Troubleshooting to get further assistance.

If you continue to experience problems, you could try to remove the paired sound processor from your iPhone, and then pair it again. See more under "How do I remove a previously paired sound processor"?

Volume and mute settings

What am I adjusting when using the Baha 5 Smart App volume slider?

A: When using the app volume slider you are adjusting the sound processor microphone level (the volume level of your surroundings).

To adjust the wireless accessory volume, change to a wireless accessory program and a separate volume bar will appear.

If you are streaming audio from your Apple device, 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?

A: Yes, you adjust the sound processor volume by turning the volume slider up and down. 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?

A: Use the left or right volume slider to adjust the volume.

Can I mute the sound?

A: Yes, just tap the mute button.

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

A: Yes, press the mute button beneath the left or right volume slider.

Programs

Which programs can I choose?

A: 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 Program+ that you may have created.

Why can I not change programs while I'm listening to music or am on a phone call?

A: When you stream sound from your iPhone, the sound processors automatically move to a streaming program. In order to go back to a hearing program, stop the streaming operation.

Why can't I change programs at all?

A: If you have lost connection to your sound processor the program buttons will be grayed out and non-selectable. When connection is re-established you can change program again.

Can I change the program names?

A: No. You cannot change the name of a sound processor program. However, you can create a Program+ and store it with a name of your choosing.

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

A: The Baha 5 Smart 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 Program+?

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

If I create a Program+, will my Hearing Care Professional be able to read it from my sound processor?

A: No. Program+ adjustments are only stored in the app so your Hearing Care Professional will not be able to see them in the fitting software. The Program+ adjustments are visible on the 'My sound processor' page in the app 'Assist' section.

Why did I lose my personalised Program+?

A: All Program+ adjustments and stored locations will automatically be removed once you or your Hearing Care Professional makes any changes to your sound processor, either by adjusting an existing sound processor program, adding a new sound processor program, or pairing a Wireless Accessory.

What does the treble and bass adjust?

A: Adjusting treble and bass allows you to customise your hearing experience.

The treble/bass can be adjusted by +6 dB to -6 dB where each step equals a change of 1dB. The cross-over frequency between low frequency (bass) and high frequency (treble) adjustment is 1000Hz.

Custom settings and locations

How does 'Add location' actually work?

A: Once you have created a Program+ you can choose to link it to a specific location. When you arrive at that location, the app will ask if you wish to switch to the linked Program+. The same Program+ can be linked to several locations.

Why can't I add a location?

A: Your mobile device needs internet connection so the Baha 5 Smart App can download maps and store your location.

How many locations can I add?

A: You can add up to 20 locations. These 20 unique locations can be distributed among your Program+ (i.e. you can use all 20 for the same Program+, or 1 location for 20 Program+).

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

A: Yes. 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?

A: Select the Program+ that has the location linked and press the edit icon at the bottom of the screen. Swipe the name of the location towards the left of screen and press the trash can symbol that appears.

Cochlear™ Baha® 5 Smart App for iPhone

Why did I lose all my saved Program+ adjustments and stored locations at the fitting session?

A: All Program+ adjustments and stored locations will automatically be removed once your Hearing Care Professional does a new fitting. A Program+ is a default program with minor adjustments in treble and bass. During a fitting session, the default program may be changed and your treble and bass adjustments may no longer apply. You can easily create a new Program+. Before you go to a new fitting session, make notes of your Program+ adjustments and stored locations.

How does 'Locate device' actually work?

A: 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 iPhone 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 iPhone 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 5 Smart to access your location even when you are not using the app" mean?

A: To add a location to a Program+, or to use the 'Locate device' feature, you must allow for location access.

You can always turn Notification ON or OFF later

To change Location Access, on your iPhone go to Settings and scroll down to, and select Baha 5 Smart App.

Tap Location and select the option you prefer.

What does the app notification "Baha 5 Smart would like to send you notifications" mean?

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

You can turn notifications ON or OFF at any time.

To turn OFF just the tips, in the app go to Settings and toggle 'Notifications enabled'

To turn OFF all notifications, on your iPhone go to Settings and scroll down to, and select Baha 5 Smart App.

Tap 'Notifications' and select the option you prefer.

Other

What does the battery indicator show?

A: 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.

Baha 5 and Baha 5 Power sound processors use a zinc-air battery, which provides almost the same level of power until it is nearly empty and then loses power very rapidly.

Baha 5 SuperPower uses a rechargeable battery that gradually goes from full to empty.

Does the app impact battery consumption?

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

Running the app will take up some of the iPhone 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 iPhone.

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

A: Yes. The Baha 5 Smart App is available in the local languages of the countries it is released in. The app will be displayed in the language your iPhone is set to.

To change the language of the Baha 5 Smart App you need to change the language of your iPhone.

On your iPhone, go to Settings ->General -> Language & Region -> iPhone Language.

What is Demo mode?

A: Enabling Demo mode means that you can run the app without a connection to the sound processor for demonstration purposes. You can enable/disable Demo mode under Settings in the app.

How do I remove the app?

A: Put your finger on the app icon on the home screen and keep it there until it starts 'shaking' and a little black 'x' or a red delete mark appears. Tap the 'x' mark to delete the app. Confirm deletion. Then press the Home button to return your home screen to normal.

As a parent of a child with a Baha 5 sound processor, can I use the app?

A: 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. The 'Status' and 'Locate device' features could also come in handy.

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

A: Cochlear collects information to analyse how the Baha 5 Smart App 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, anonymised, 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.

For further information, visit www.cochlear.com

Please seek advice from your medical practitioner or health professional about treatments for hearing loss. They will be able to advise on a suitable solution for the hearing loss condition. All products should be used only as directed by your medical practitioner or health professional. Not all products are available in all countries. Please contact your local Cochlear representative.

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