

SETUP GUIDE

Cochlear™ Baha® 5 Smart App for Android



Benefits of using the Cochlear™ Baha® 5 Smart App

- Control your Baha 5 sound processor directly from your smartphone.
- Personalise your hearing experience.
- Receive assistance and get handy operating tips.
- Locate a lost sound processor.

How to download the Cochlear Baha 5 Smart App

The Cochlear Baha 5 Smart App is free to download from Google Play in approved countries.

Compatibility:

The Baha 5 Smart App works together with the Baha 5, Baha 5 Power, Baha 5 SuperPower sound processors.

The Baha 5 Smart App is verified on Samsung smartphones. For up-to-date smartphone and Android OS compatibility, please refer to www.cochlear.com/compatibility



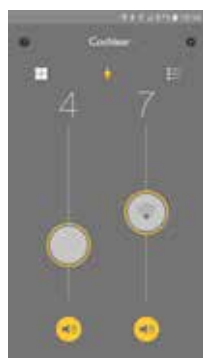
Baha 5 Smart



Overview - The Baha 5 Smart App lets you...



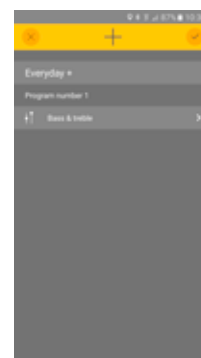
Pair to your sound processor from within the app.



Adjust the volume and treble/bass on your sound processor(s) and Cochlear™ Wireless Accessories.



Change programs on your sound processor(s) and activate wireless streaming.



Create personalised programs (Program+) with treble and bass adjustments.



Access several features that assist you in your daily life.



Locate lost sound processor(s).



Get an instant snapshot of your sound processor status.



View sound processor information and usage.

Support

For further support about the Baha 5 Smart App, view the in-app tutorial or visit cochlear.com. For full Terms of Use, read the About section in Settings.

How to pair and connect your sound processor to the Baha 5 Smart App on a Samsung 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 wireless accessories.
- 3 Ensure your Baha 5 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 Read and swipe through remaining screens until you reach the 'Pair/Demo' screen.
- 8 Select 'Pair' to be able to control your sound processor, or Demo mode to explore the app.
- 9 If you choose to pair, turn on your Baha 5 sound processor to make it discoverable for 120 seconds, then press 'Pair'. When pairing to two sound processors, turn them on simultaneously.
- 10 The app will now search for, and present a list of all available, compatible sound processors.
- 11 In the list, tap on your sound processor, then select 'Pair and connect'. The app will now pair and connect to your sound processor. Progress will be presented, along with suggestions if something doesn't work as intended.
- 12 Once connection is complete, the app will open on the Volume screen and you are now ready to run the Cochlear Baha 5 Smart App.

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Unpairing your sound processor from your Android smartphone.

- 1 In the app, press 'Settings' (cog wheel in top right corner).
- 2 Tap 'Unpair sound processor'.

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

About personalised programs (Program+)

There are some instances where your personalised programs will be removed from the app. They are:

- 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 (e.g. after service and repair).
- If you manually pair a wireless accessory to your sound processor.
- If you unpair your sound processor.

Troubleshooting

Connection is lost

If the connection is lost and the app is unable to reconnect even though you follow the on-screen instructions, try to completely close down the Baha 5 Smart App and unpair your sound processor from your smartphone. Then repeat the pairing sequence and restart the app.

For further support, visit www.cochlear.com/ customer-service 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 unpair the sound processor 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.

For up-to-date information about compatibility, visit www.cochlear.com/compatibility

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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www.cochlear.com

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Hear now. And always

