

Kanso[®] Sound Processor

User Guide



CP950

Hear now. And always



This guide is intended for Cochlear™ implant recipients and their carers using the Kanso® Sound Processor (Model: CP950).

The sound processor works with your implant to transfer sound to your ear. It is a self-contained unit that contains the processing unit, microphones, magnet and batteries.

You can control your sound processor by pressing the button, as shown in this guide.

You can also use a Nucleus® CR210 Remote Control or Nucleus CR230 Remote Assistant. The CR230 Remote Assistant also provides extra troubleshooting functions. For more information, please refer to your remote's user guide.



Note

- Refer to the Cautions and Warnings sections for safety advice relating to the use of the Kanso Sound Processor, batteries and components.
- Please also refer to your *Important Information* document for essential advice that applies to Cochlear implant systems.

Symbols used in this guide



Note

Important information or advice.



Tip

Time saving hint.



Caution (no harm)

Special care to be taken to ensure safety and effectiveness. Could cause damage to equipment.

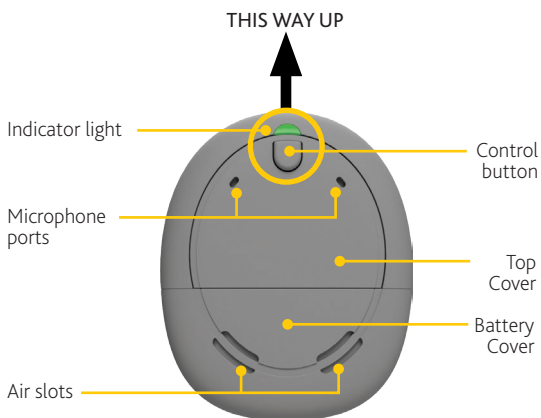


Warning (harmful)

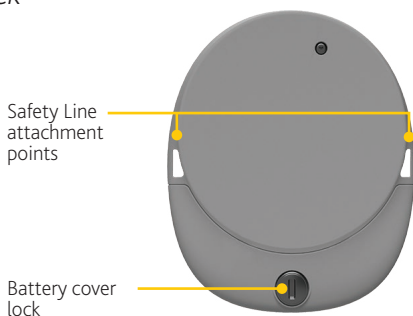
Potential safety hazards and serious adverse reactions. Could cause harm to person.

Kanso Sound Processor

Front



Back



Intended purpose

The following devices work together as part of the hearing implant system:

Devices	Intended purpose
Kanso Sound Processor (Model: CP950)	The sound processor is intended to be used in combination with other devices as part of a hearing implant system to provide hearing sensation. The sound processor converts sounds into electrical signals, which it sends to an implant. The sound processor also provides power to the implant.
Kanso Magnet, Kanso Magnet Reverse Polarity (all types and strengths)	The magnet is intended to align and hold the coil or processing unit to a hearing implant.
Cochlear SoftWear™ Pad	The SoftWear Pad provides a cushioned surface to the surface of the processing unit or coil.
Cochlear Headband	The headband is intended to be used to assist with wearing the sound processor as part of a hearing implant system.

Indications

The Kanso Sound Processor is indicated for a recipient with a compatible Cochlear Nucleus implant. The Kanso Sound Processor is compatible with the following Cochlear Nucleus implants:

- CI600 Series Implants : CI612, CI622, CI624, CI632
- CI500 Series Implants: CI512, CI513, CI522, CI532, CI551, ABI541
- CI24RE Series Implants: CI422, CI24RE (CA), CI24RE (ST), CI24RE (CS), CI24REH (Hybrid L24), CI8REH (Hybrid S8), CI12REH (Hybrid S12)
- CI24R Series Implants: CI24R (CA), CI24R (CS), CI24R (ST)
- CI24M Series Implants: CI24M, ABI24M, CI 11+11+2M, CI24MH (CI 6+16+2M).

Kanso Magnet

The Kanso Magnet is indicated for use with the Kanso Sound Processor with a compatible Cochlear Nucleus implant.

Compatible Cochlear Nucleus implants are:

- CI500 Series Implants : CI512, CI513, CI522, CI532, CI551, ABI541
- CI24RE Series Implants: CI422, CI24RE (CA), CI24RE (ST), CI24RE (CS), CI24REH (Hybrid L24), CI8REH (Hybrid S8), CI12REH (Hybrid S12)
- CI24R Series Implants: CI24R (CA), CI24R (CS), CI24R (ST)
- CI24M Series Implants: CI24M, ABI24M, CI 11+11+2M, CI24MH (CI 6+16+2M).

Kanso Magnet (all (I) strengths)

The Kanso Magnet (all (I) strengths) is indicated for use with the Kanso Sound Processor with a compatible Cochlear Nucleus implant.

Compatible Cochlear Nucleus implants are:

- CI600 Series Implants : CI612, CI622, CI624, CI632.

Kanso Magnet Reverse Polarity

The Kanso Magnet Reverse Polarity is indicated for use with the Kanso Sound Processor with a compatible Cochlear Nucleus implant.

Compatible Cochlear Nucleus implants are:

- CI500 Series Implants : CI512, CI513, CI522, CI532, CI551, ABI541
- CI24RE Series Implants: CI422, CI24RE (CA), CI24RE (ST), CI24RE (CS), CI24REH (Hybrid L24), CI8REH (Hybrid S8), CI12REH (Hybrid S12)
- CI24R Series Implants: CI24R (CA), CI24R (CS), CI24R (ST)
- CI24M Series Implants: CI24M, ABI24M, CI 11+11+2M, CI24MH (CI 6+16+2M).

Cochlear SoftWear Pad

The Cochlear SoftWear Pad is indicated for use with the Kanso Sound Processor.

Cochlear Headband

The Cochlear Headband is indicated for use with the Kanso Sound Processor.

Contraindications

The Kanso Sound Processor is not indicated for use with hearing implants other than those listed in *Indications*.

Magnets

The Kanso Magnet and Kanso Magnet Reverse Polarity are not indicated for use with hearing implants or sound processors other than those listed in *Indications*.

Cochlear SoftWear Pad

The Cochlear SoftWear Pad is not indicated for use with sound processors other than those listed in *Indications*.

Cochlear Headband

The Cochlear Headband is not indicated for use with sound processors other than those listed in *Indications*.

Intended patient population

The Kanso Sound Processor is intended for patients implanted with a compatible Cochlear Nucleus implant. There are no restrictions for the intended patient population of the sound processor in terms of age, weight, health or other condition.

Benefits

The Kanso Sound Processor operates in conjunction with a compatible Cochlear Nucleus implant system. Potential benefits of receiving a Cochlear Nucleus implant system include:

- better understanding of speech in quiet
- better understanding of speech in noise
- increased satisfaction based on hearing capabilities.

Intended users

Intended users of the Kanso Sound Processors and accessories are:

- Recipients of a compatible Cochlear Nucleus implant.
- Carers of recipients, who carry out recipient functions as needed. Carers may include parents of paediatric recipients who are less than 12 years old, and nurses or other carers of otherwise dependant recipients.
- Audiologists and clinicians.

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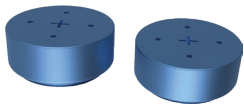
Batteries

For everyday use, the Kanso Sound Processor uses two high power 675 (PR44) zinc air disposable batteries designed for cochlear implant use.



Note

You will need to use other battery types only when you are using the Cochlear Nucleus Aqua+ for Kanso accessory. Please refer to its user guide for details.



Battery life

Batteries should be replaced as needed just as you would with any other electronic device. Battery life varies according to the programs used each day, your implant type and the thickness of skin covering your implant.

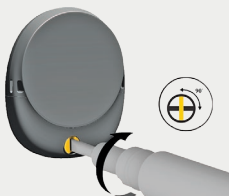
Your Kanso Sound Processor has been designed to provide the majority of users with a battery life of more than 16 hours for typical use with zinc air batteries. However this will vary depending on your system settings and hearing situations.

To help you get the longest life from the batteries, your sound processor will turn off two minutes after you take it off your implant.



Lock/unlock the battery cover

The battery cover has a tamper resistant lock to help prevent children opening the battery cover.



1. To lock, turn the locking screw clockwise with the battery cover locking tool until it is horizontal.



LOCKED

2. To unlock, turn the locking screw anticlockwise until it is vertical.



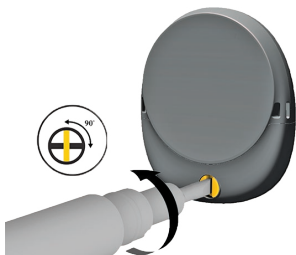
UNLOCKED



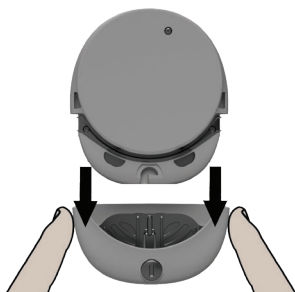
Caution

Always check the locking screw is unlocked before attaching or removing the battery cover.

Change the batteries



1. If the battery cover is locked, turn the lock screw anticlockwise to unlock it.



2. Remove the battery cover.

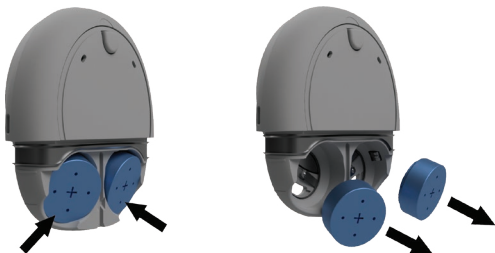
Use your fingers on the sides to pull off the cover.

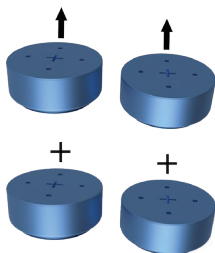


Tip

The cover is a secure fit, so pull firmly.

3. Push down on each battery with your thumb in the cutout section in the side. The batteries pop up. Pull the batteries out.



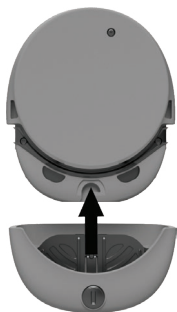


4. Remove the new batteries from the packet, and let them stand for a few seconds.

Refer to *Batteries* on page 10.



5. Insert the batteries into the battery holder with the side with holes on it (positive terminal) facing out.



6. Replace the battery cover. Lock the cover if required. Your sound processor will automatically turn on.

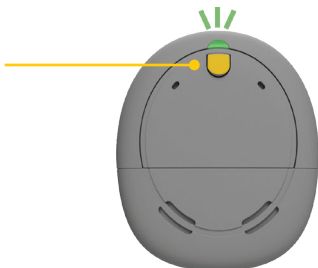


Note

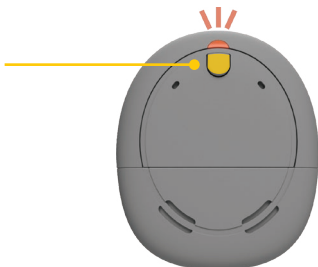
If you do not put your sound processor on your implant, it will turn off automatically after two minutes.

Turn on and off

1. Press the button to turn **on**.



2. To turn **off**, press and hold the button until the light is a steady orange.



Note

Your sound processor will also turn off automatically after being off your implant for two minutes.

INDICATOR LIGHTS	WHAT IT MEANS
 Green flashes	Turning on sound processor. The number of flashes indicates the number of the current program.
 Orange flashes	Sound processor is off the implant.
 Quick green flashes	Sound processor flashes while receiving sound from microphones (Child mode only).

Pair with remotes

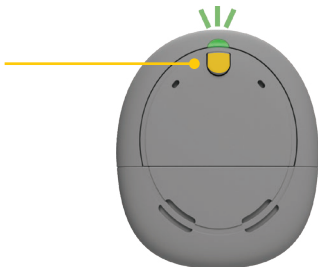
You need to pair your sound processor to your CR210 Remote Control or CR230 Remote Assistant to use their control and monitoring functions.

Please refer to your remote's user guide for details.

Change program

You can choose between programs to change the way your sound processor deals with sound, for example, in noisy or quiet places. Usually two programs are all you need, but your clinician can give you up to four programs.

1. Press the button to switch between programs.



Note

If your clinician has enabled SCAN, your sound processor can automatically select the best program for you.

INDICATOR LIGHT



Green flashes

WHAT IT MEANS

Changing the program
(Child mode only).

The number of flashes indicates the
number of the current program.

Change volume and sensitivity

If set up by your clinician, you can control the levels of volume or sensitivity (if available) using your CR210 Remote Control or CR230 Remote Assistant.

Please refer to your remote's user guide for details.



Note

You need to pair your sound processor with your remote first. Refer to your remote's user guide for details.

Stream audio

Your sound processor can stream sound from external audio sources.

Telecoil (optional)

Your clinician can enable **Telecoil** if you want to listen to room hearing loops.



Note

Telecoil is not recommended for phone use with the Kanso Sound Processor. We recommend you use the Cochlear Wireless Phone Clip.

Wireless accessories

Cochlear True Wireless™ Accessories can wirelessly stream sound to your sound processor:

- The **Mini Microphone** or **TV Streamer** are controlled from your sound processor.
- You use the **Phone Clip** controls for phone calls.

The **Mini Microphone 2+** has extra connectivity options including FM compatibility and a built-in **Telecoil** to provide audio from an induction loop system.



Note

You first need to pair your wireless accessories with your sound processor. Refer to their user guide for details.

To control streaming



Tip

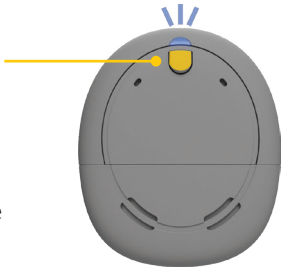
You can also use your remote to control streaming audio. Refer to its user guide for details.

Each time you press the sound processor button, you cycle through the available audio sources in order:

PRESS	TELECOIL ENABLED	NO TELECOIL
1	Telecoil	Wireless accessory 1
2	Wireless accessory 1	Wireless accessory 2
3	Wireless accessory 2	Wireless accessory 3
4...	Telecoil...	Wireless accessory 1...

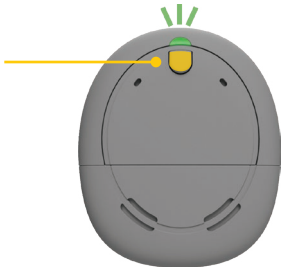
1. **Press and hold** the button for 2 seconds **then release** to stream audio.

Press and release again if you need to cycle to the next audio source.



Blue: streaming audio.

2. **Tap** the button to stop streaming.



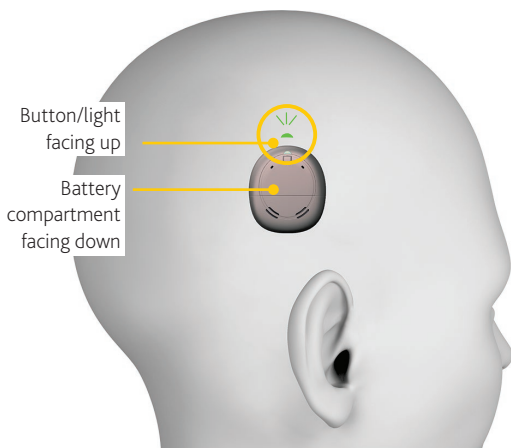
Wear your sound processor

Place the sound processor on your implant with the button/light facing up and battery compartment facing down.



Caution

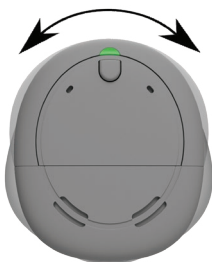
It is important to position your sound processor correctly to get the best performance, and so it does not fall off the implant.



If you have a CI600 Series implant, avoid sliding your sound processor sideways onto your implant. This could cause the sound processor magnet to misalign with your implant. Always place the sound processor down onto your implant.

To place the sound processor on your head:

1. Hold the sound processor slightly above the implant location on your head.
2. Rotate the sound processor slightly in both directions (clockwise and anti-clockwise).



3. When you feel a strong pull, place the sound processor on the implant.
4. Rotate the sound processor so that the microphones are facing up.

INDICATOR LIGHTS



Flash of orange every second

WHAT IT MEANS

Sound processor is off your head
(or connected to the wrong implant).

For users with two implants

Ask your clinician to give you coloured stickers (red for right, blue for left) to make identifying left and right sound processors easier.



Caution

If you have two implants, you must use the correct sound processor for each implant.



Note

Your sound processor will recognise the implant's ID, so it will not work on the wrong implant.

Attach a SoftWear pad

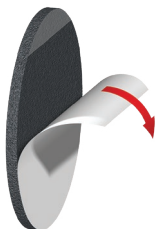
The Cochlear SoftWear pad is optional. If you experience discomfort when wearing your sound processor, you can attach this adhesive pad to the back of your sound processor.



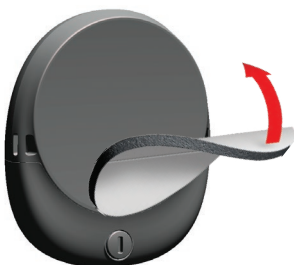
Note

You may need to change to a stronger magnet after attaching a SoftWear pad.

1. Peel off the single backing strip on the adhesive side of the pad.



2. Attach the pad to the back of the sound processor— press down firmly.



3. Peel off the two semicircle backing covers on the cushion side of the pad.



4. Wear your sound processor as usual.



Note

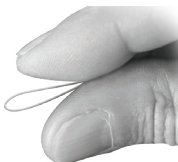
The SoftWear pad may affect your sound processor's performance. If you notice any change, contact your clinician.

Attach a Safety Line

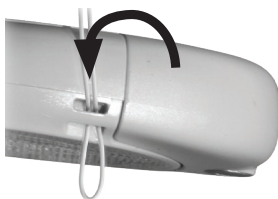
Standard and Long Safety Lines

To reduce the risk of losing your sound processor, you can attach a Safety Line that clips onto your clothing:

- Nucleus Safety Line—standard length
- Cochlear Safety Line (Long).



1. Pinch the loop on the end of the line between your finger and thumb.



2. Pass the loop through the attachment hole in the sound processor from **front to back**.



Tip

Use the attachment hole that will be at the rear of the sound processor when it is on your head.



3. Pass the clip through the loop and pull the line tight.



4. **Lift** the tab to **open** the clip.



5. Place the clip on your clothing and press **down** to **close**.

6. Place your sound processor on your implant.



Warning

Safety lines longer than the Safety Line (standard length) are not recommended for use by children as they may present a risk of strangulation.

Safety Line–Short Double Loop

To reduce the risk of losing your sound processor, you can attach a Cochlear Safety Line (Short Double-Loop) that clips into your hair:



1. Pinch the loop on one end of the line between your finger and thumb.

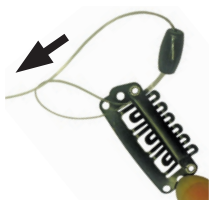


2. Pass the loop through the attachment hole in the hair clip.

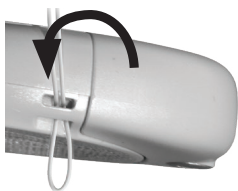


Tip

Use the left hole for a left side sound processor and the right hole for a right side sound processor.



3. Pass the end of the line through the loop and pull the line tight.



4. Pass the other loop through the attachment hole in the sound processor from **front to back**.

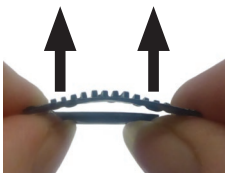


Tip

Use the attachment hole that will be at the rear of the sound processor when it is on your head.



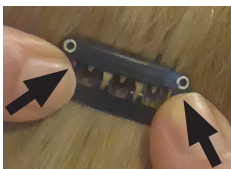
5. Pass the clip through the loop and pull the line tight.



6. Press up on the ends to open the clip.



7. With the teeth facing up and against your hair, push the clip up into your hair.



8. Press down on the ends to close the clip.

9. Place your sound processor on your implant.

Wear the Headband

The Cochlear Headband is an optional accessory that holds the sound processor in place on your implant. This is useful for children or for physical activities.

Headband sizing

To choose a Headband, measure your head circumference:

SIZE	CIRCUMFERENCE	SIZE	CIRCUMFERENCE
XXS	41-47 cm	M	52-58 cm
XS	47-53 cm	L	54-62 cm
S	49-55 cm		



Note

The Headband may affect your sound processor's performance. If you notice any change, contact your clinician.

Fitting the Headband

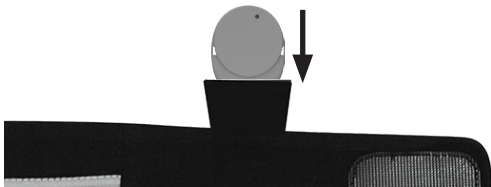
1. Open the Headband and lay it flat, with the sound processor pockets facing up.



2. Pull the pocket lining out.



3. Insert your sound processors in the correct pockets:
 - the left sound processor in the left-side pocket, the right sound processor in the right-side pocket
 - the top of the sound processor at the top of the pocket
 - the side of the sound processor that fits onto your implant is facing up towards you.



4. Fold the pocket linings back over the sound processors.
5. Pick up the ends of the Headband, and place the anti-slip section against your forehead.
6. Join the ends behind your head. Adjust the velcro so the headband fits firmly, with your sound processors over your implants.



7. Press firmly on the ends to make sure they join together.

Change the magnet

If your Kanso Magnet is too weak the sound processor may fall off, or if it is too strong it may cause discomfort.

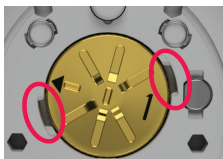
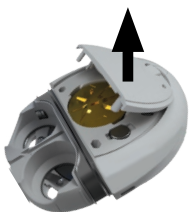
Magnet strengths range from $\frac{1}{2}$ (weakest) to **6** (strongest) for standard magnets and $\frac{1}{2}$ (I) (weakest) to **4(I)** (strongest) for '(I)' magnets.



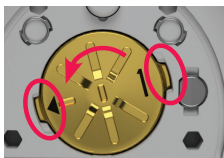
Note

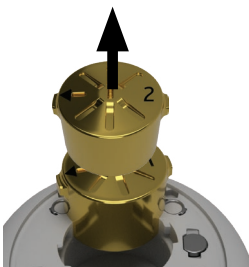
If your clinician has provided you with a Kanso Magnet Reverse Polarity, use it as described here for a normal magnet.

1. If the battery cover is locked, turn the lock screw anticlockwise to unlock it.
2. Remove the battery cover and batteries as shown in *Change the batteries* on page 12.
3. Use your thumbnail to remove the top cover.

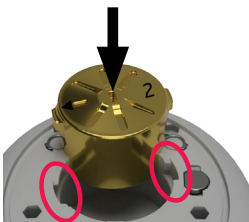


4. Press down with your finger and turn the magnet anticlockwise until the arrow and side tabs line up with the square notches in the sound processor case.

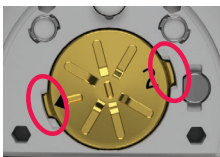




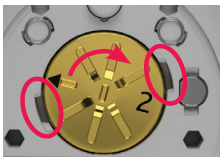
5. Use another magnet to pull the magnet from the sound processor.



6. Insert the new magnet in the sound processor, with the side tabs in the square notches in the sound processor case.



7. Press down with your finger and turn the magnet clockwise to lock the tab on the magnet under the sound processor's case.



8. Replace the top cover.
9. Replace the batteries and battery cover, and lock it if required, as shown in *Change the batteries* on page 12.



Sport and exercise



Tip

Always ensure the battery cover is locked when you exercise or play sport.



Note

If you want to use your sound processor while bathing, swimming or showering, ask your clinician about the Cochlear Aqua+ for Kanso.

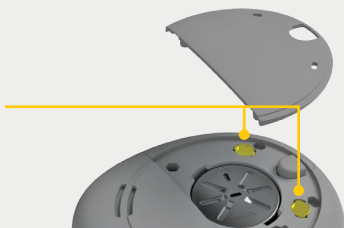
1. Use accessories such as the Safety Line or Cochlear Headband to help hold your sound processor in place when you play sport or exercise.
2. After exercise, wipe your sound processor with a soft cloth to remove sweat or grime.



3. Then check your microphone protectors for dirt.

Refer to *Change microphone protectors* on page 38.

Microphone
protectors



Travel



Note

Visit www.cochlear.com/clinic-finder to find the nearest clinic in places you are travelling.

- Take a printout from your clinician of your most recent program in case you need help with your sound processor.
- If you have a backup sound processor, check that it is programmed correctly and take it with you.
- It's okay to move through metal detectors and full body scanners with your sound processor on. To avoid any possible buzzing sounds in your ear, turn off the telecoil.
- Ask your clinician for a Patient Identification/Implant Card. In the unlikely event that your implant sets off a metal detector this card will help explain that you have an implanted medical device.
- If you need to remove your sound processor as you move through airport security, place it in a case in your hand luggage.
- Your sound processor will not interfere with a plane's navigation system so you won't need to turn it off during takeoff and landing. If you use a remote control for your sound processor, switch it off before takeoff as it transmits high frequency radio waves when switched on.

Regular care



Caution

- Do not use cleaning agents or alcohol to clean your sound processor.
- Turn your sound processor off before cleaning or performing maintenance.

Every day

- Check all parts and any accessories you use (for example, SoftWear pad, Safety Line) for dirt and moisture. Wipe the sound processor with a soft dry cloth.
- Keep your sound processor free from moisture by drying it every night in your dry aid kit.
- Check the microphone protectors for signs of dirt or grime and replace if needed.
Refer to *Change microphone protectors* on page 38.

Every month

- Remove batteries and check for signs of dirt or grime. Wipe the contacts with a soft dry cloth.
- Replace a SoftWear pad (if used) if it is worn or damaged, or has accumulated dirt or moisture that cannot be wiped off. If you have any problem with comfort, that is not helped by changing the SoftWear pad, contact your clinician. Refer to *Attach a SoftWear pad* on page 23.
- Check if the Safety Line (if used) is showing signs of wear. Replace as needed. Refer to *Attach a Safety Line* on page 25.

Every two months

- Replace the dry brick in your dry aid kit.

Every three months

- Replace the microphone protectors – this is very important for the quality of sound.
Refer to *Change microphone protectors* on page 38.

Storage

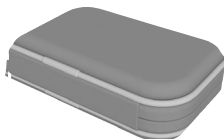
Dry aid kit

Store your sound processor at night in the dry aid kit provided by Cochlear. Store the sound processor fully assembled for 8 hours for optimal drying effect.



Storage case

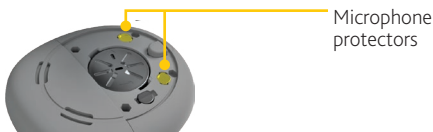
For long term storage, remove the batteries and store so they do not touch each other. Storage cases are available from Cochlear.



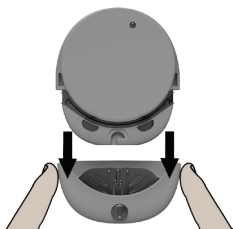
Change microphone protectors

Replace your microphone protectors every three months, or if they look dirty or you notice any loss in sound quality. Always replace both microphone protectors at the same time, using the Kanso Microphone Protector Kit.

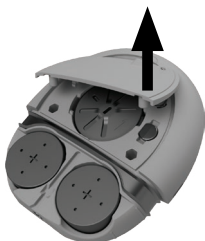
Step 1: Remove microphone protectors



1. If the battery cover is locked, turn the lock screw anticlockwise to unlock it.



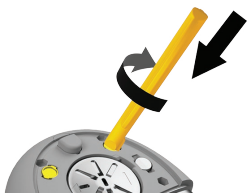
2. Remove the battery cover. Use your fingers on the sides to pull off the cover.



3. Use your thumbnail to remove the top cover.



4. **Firmly push** the Tip of the removal tool into the middle of the microphone protector.



5. **Firmly push**, and then turn the tool 90° clockwise.



6. Lift out the used microphone protector.



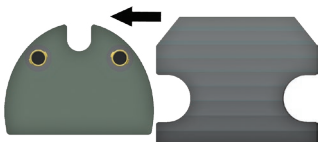
7. Pull the used microphone protector from the tool and discard.



8. Repeat steps 4 to 7 to remove the other microphone protector.

Step 2: Insert new microphone protectors

1. Pull the microphone protector applicator out of its sleeve.



2. With the microphone protectors facing down, lay the applicator over the sound processor, with protectors over the microphones.



3. Press the microphone protectors down with your finger.



4. Remove the applicator carefully, peeling it upwards from the side.



5. Replace the top cover.
6. Replace the battery cover. Lock the cover if required.

Water, sand and dirt

Your sound processor is protected against failure from dust penetration or splashing water (IP54 rated).

However, it is still a precision electronic device so you should take the following precautions.



If your sound processor ever gets wet, dry it with a soft cloth.

Then remove the batteries, dry them and the contacts with a soft cloth, and replace them.

Replace the microphone protectors and place your sound processor in the dry aid kit provided by Cochlear for 8 hours.

Refer to *Change the batteries* on page 12.

Refer to *Change microphone protectors* on page 38.



If sand or dirt ever enter the sound processor, remove it by carefully brushing all indents and holes in the sound processor's casing.

Lights

Your clinician can set up your sound processor to show some or all of the following light indications.

Turning on and off

LIGHT	WHAT IT MEANS
 Quick green flashes	Sound processor flashes while receiving sound from microphones (Child mode only).
 Quick green flashes	Turning on and changing programs. Number of flashes indicates the number of the current program.
 Long flash of orange	Turning off sound processor.

Alerts

LIGHT	WHAT IT MEANS
 Flash of orange every second	Sound processor flashes while it is off your head (or connected to the wrong implant).
 Orange flashes	Sound processor batteries are low. Change batteries.
 Steady orange	Fault. Contact your clinician. Stays on until the issue is resolved.

Audio sources

LIGHT	WHAT IT MEANS
 Quick blue flash	Sound processor flashes when pairing to wireless accessory is successful.
 Quick blue flashes	Sound processor flashes while receiving audio from an audio source (Child mode only).

Beeps

Your clinician can set up your sound processor so you can hear the following beeps. The beeps are only audible to the recipient.

Turning on and off

BEEP	WHAT IT MEANS
	Changing the program. The number of beeps indicates the number of the selected program.
Short high beeps	
	Changing volume or sensitivity level (if available).
Short high beep	
	When changing volume or sensitivity, indicates upper or lower limit of volume/sensitivity reached.
Short high then short low beep	

Wireless accessories

BEEP	WHAT IT MEANS
	Connecting with wireless accessory to begin streaming audio.
3-tone chime	
	When stopping streaming.
Short beep	

Telecoil

BEEP	WHAT IT MEANS
	Switching between using the microphones and the telecoil.
Long high beep	

Alerts

BEEP	WHAT IT MEANS
 2 Short low beeps	Sound processor batteries are low. Replace batteries.
 Short low beeps for 4 seconds	Batteries are empty and sound processor is turning off. Replace batteries.
 4 long low beeps over 4 seconds	General fault. Consult your clinician.

Adjusting bass and treble *

BEEP	WHAT IT MEANS
 Loud medium beep	Adjusting master volume level.
 Loud long high beep	Adjusting treble level.
 Loud long low beep	Adjusting bass level.

* If available, Remote Assistant only

Troubleshoot

Contact your clinician if you have any concerns regarding the operation or safety of your sound processor.

PROBLEM	RESOLUTION
Sound processor will not turn on/ button will not respond	1. Try turning the sound processor on again. Refer to <i>Turn on and off</i> on page 14. 2. Replace the batteries. Refer to <i>Change the batteries</i> on page 12. 3. If you have two implants, check that you are wearing the correct sound processor on each implant. 4. If the problem continues, contact your clinician.
The sound processor switches off	1. This is normal operation, as the sound processor automatically switches off when not connected to the implant for more than two minutes. 2. Replace the batteries. Refer to <i>Change the batteries</i> on page 12.
The sound processor will not turn off	Remove the batteries from the sound processor. Refer to <i>Change the batteries</i> on page 12.
You want to perform a regular check on your sound processor	Refer to <i>Regular care</i> on page 36.

PROBLEM	RESOLUTION
You are not sure what sound processor beeps or light flashes mean	Refer to <i>Lights</i> on page 42 and <i>Beeps</i> on page 44.
You want to confirm your sound processor is receiving sound	1. Check the light on the top of the sound processor (if enabled). Refer to <i>Lights</i> on page 42. 2. If you use a CR230 Remote Assistant, check the sound meter on the status screen. 3. If the problem continues, contact your clinician.
The sound processor becomes hot	Remove the sound processor from your head immediately and contact your clinician.
You experience tightness, discomfort or develop a skin irritation at your implant site	1. Try using an adhesive SoftWear pad. Refer to <i>Attach a SoftWear pad</i> on page 23. 2. If you are using a retention aid, such as a headband, this may be placing pressure on your sound processor. Adjust your retention aid, or try a different aid. 3. Your sound processor magnet may be too strong. Ask your clinician to change to a weaker magnet (and use a loss prevention aid such as the Safety Line if required). Refer to <i>Change the magnet</i> on page 32. 4. If the problem continues, contact your clinician.
Sound processor does not attach as strongly as usual	Make sure the sound processor is oriented properly on your head. Refer to <i>Wear your sound processor</i> on page 20.

PROBLEM	RESOLUTION
You do not hear sound or sound is intermittent	1. Try a different program. Refer to <i>Change program</i> on page 16. 2. Replace the batteries. Refer to <i>Change the batteries</i> on page 12. 3. Make sure you are using the correct magnet for your implant. If unsure, contact your clinician. 4. Make sure the sound processor is properly oriented on your head, refer to <i>Wear your sound processor</i> on page 20. 5. If the problem continues, contact your clinician.
You do not hear sound from a wireless accessory	1. Check that the wireless accessory is charged and turned on. 2. Check that the wireless accessory is paired with your sound processor. 3. Check the volume of the wireless accessory. 4. If you use a CR230 Remote Assistant, use the Streaming menu to check the connection to the accessory. 5. If you use a CR230 Remote Assistant, check and adjust the accessory/ microphone mixing ratio. 6. If available, try a different sound processor. 7. For more troubleshooting, refer to <i>True Wireless Accessory User Guide</i>.

PROBLEM	RESOLUTION
You hear intermittent sound, a buzzing sound or distorted speech	1. Check for sources of interference such as radio and TV transmission towers (within approximately 1.6 km or 1 mile), shopping centres, airport security systems and mobile phones. 2. Try moving away from any source of magnetic or electronic interference. 3. If the problem continues, contact your clinician.
Sound is too loud or uncomfortable	1. Try a different program. Refer to <i>Change program</i> on page 16. 2. If you use a CR210 Remote Control or a CR230 Remote Assistant, turn down the volume. 3. If you have two sound processors (one for each side), ensure you have them on the correct side. 4. If the problem continues, Remove your external equipment immediately (such as sound processor) and contact your clinician.
Sound is too quiet or muffled	1. Try a different program. Refer to <i>Change program</i> on page 16. 2. If you use a CR210 Remote Control or a CR230 Remote Assistant, turn up the volume. 3. Try changing the microphone protectors. Refer to <i>Change microphone protectors</i> on page 38. 4. If the problem continues, contact your clinician.

PROBLEM	RESOLUTION
The sound processor gets wet	Dry the sound processor with a soft cloth, change the microphone protectors and place it in the dry aid kit provided by Cochlear for 8 hours. Refer to <i>Water, sand and dirt</i> on page 41.
Batteries are not lasting as long as usual	1. Clean the battery contacts carefully without bending them. Use the cleaning brush, then wipe the sound processor with a soft cloth. 2. If you are using a non-recommended retention aid that covers your sound processor, replace it with an aid recommended by Cochlear. 3. Check that you are using the recommended batteries. Refer to <i>Batteries</i> on page 10. 4. Make sure you are using the correct magnet for your implant. If unsure, contact your clinician. 5. Make sure the sound processor is oriented properly on your head. Refer to <i>Wear your sound processor</i> on page 20. 6. Don't forget to let new batteries stand for a few seconds before putting them in the sound processor. 7. If the problem continues, contact your clinician.

Cautions

- Young children who are developing motor skills are at greater risk of an impact to the head from a hard object (for example, table or chair). Impact to the sound processor may cause damage to the sound processor or its parts. Impact to the head in the area of the Cochlear implant could damage it and result in its failure.
- Most patients can benefit from electrical stimulation levels that are considered safe, based on animal experimental data. The long-term effects of such stimulation in humans are unknown.

Warnings

For parents and carers

- Sound processors and related accessories contain small parts that alone or in combination may pose a hazard of inhalation, choking or ingestion. Swallowing or inhaling small parts can cause severe or fatal injuries. Use the tamper-resistant locks to keep small parts attached to the processing unit where available. Always supervise children under 3 years of age and others who may be at risk of inhalation, choking or ingestion of small parts when they use the sound processor and related accessories. When not in use, keep small parts, and combinations of small parts, out of reach from children. If small parts are swallowed or inhaled, seek immediate medical attention.
- Parents and carers are advised that unsupervised use of long cables (for example, safety lines, accessory cables or the headband) may present a risk of strangulation.
- Keep the dry brick from the dry aid kit away from small children. Swallowing this material can cause serious internal injuries.
- Carers must routinely check the device for signs of overheating and for signs of discomfort or skin irritation at the implant site. Remove the sound processor immediately if there is any discomfort or pain (for example, if device becomes hot, or sound is uncomfortably loud) and inform your clinician.

- Carers must monitor for signs of discomfort or skin irritation if a retention aid (for example, headband) is used that applies pressure to the sound processor. Remove the aid immediately if there is any discomfort or pain, and inform your clinician.
- Dispose of used batteries promptly and carefully, in accordance with local regulations. Keep away from children.
- Do not allow children to replace batteries without adult supervision.

Processors and parts

- Each sound processor is programmed specifically for each implant. Never wear another person's sound processor or lend yours to another person.
- Use your Cochlear implant system only with approved devices and accessories.
- If you experience a significant change in performance, remove your sound processor and contact your clinician.
- Your sound processor and other parts of the system contain complex electronic parts. These parts are durable but must be treated with care.
- No modification of this equipment is allowed. Warranty will be void if modified.
- If you experience tightness or pain at the implant site, or develop significant skin irritation, stop using your sound processor and contact your clinician.
- Do not apply continued pressure to the sound processor when in contact with the skin (for example, sleeping while lying on sound processor, or using tight fitting headwear).
- Do not push the volume too high for comfort in case a loud noise occurs nearby.
- Do not expose the sound processor or parts to heat (for example, never leave them in sunlight, behind a window or in a car).

- If you need to adjust the volume often, or if adjusting volume ever causes discomfort, consult your clinician.
- Remove the sound processor immediately if the sound level is uncomfortably loud and inform your clinician.
- Do not place the sound processor or parts in any household devices (for example, microwave oven, dryer).
- Do not use a dry aid kit that has an Ultra Violet C (UVC) lamp (for example, do not use the Freedom™ Dry and Store).
- The magnetic attachment of your sound processor to your implant may be affected by other magnetic sources. Your sound processor magnet may be affected by metallic or magnetic objects. Keep metallic or magnetic objects away from your sound processor.
- Store spare magnets safely and away from cards that may have a magnetic strip (for example, credit cards, bus tickets).
- Your device contains magnets that should be kept away from life supporting devices (for example, cardiac pacemakers and ICDs (implantable cardioverter defibrillators) and magnetic ventricular shunts), as the magnets may affect the function of these devices. Keep your sound processor at least 15 cm (6 in) from such devices. Contact the manufacturer of the specific device to find out more.
- Your sound processor and remote control radiate electromagnetic energy that may interfere with life supporting devices (for example, cardiac pacemakers and ICDs). Keep your sound processor and remote control at least 15 cm (6 in) from such devices. Contact the manufacturer of the specific device to find out more.
- Do not place the device or accessories inside any part of your body (for example, nose, mouth).

- Seek medical advice before entering any environment that may adversely affect the operation of your Cochlear implant, including areas protected by a Warning notice preventing entry by patients fitted with a pacemaker.
- Some types of digital mobile telephones (for example, Global System for Mobile communications (GSM) as used in some countries), may interfere with the operation of your external equipment. You may hear distorted sound when close, 1-4 m (~3-12 ft), to a digital mobile telephone in use.
- For Cochlear Nucleus cochlear implant recipients only, the maximum diving depth is 40 m (~131 ft). Seek medical advice before diving to ensure you do not have any conditions that might make diving contraindicated (for example, middle ear infection). When wearing a mask, avoid pressure over the implant site.
- Before activities that create electrostatic discharge (for example, playing on plastic slides), remove your sound processor. In rare cases, discharge of static electricity can damage your Cochlear implant's electrical components or corrupt the sound processor's program. If static electricity is present (for example, when putting on clothes over your head, or getting out of a car), before the Cochlear implant system touches any object or person, you should touch something conductive such as a metal door handle.

Batteries

- Use only Cochlear supplied or recommended 675 (PR44) zinc air batteries for everyday use. Other batteries may only be used with the Aqua+ for Kanso accessory (refer to its user guide for details).
- Insert batteries in the correct orientation.
- Do not mix disposable batteries that differ by manufacturer, brand, type, age or previous usage.
- Do not short-circuit batteries (for example, do not let terminals of batteries contact each other, do not place batteries loose in pockets).
- If batteries are short-circuited the sound processor will not work and its temperature can reach 42° C. Remove the sound processor immediately and contact your clinician.
- Do not disassemble, deform, immerse in water or dispose of batteries in fire.
- Store unused batteries in original packaging, in a clean and dry place.
- When sound processor is not in use, remove the batteries and store separately in a clean and dry place.
- Wipe batteries with a clean dry cloth if they become dirty.
- Do not expose batteries to heat (for example, never leave batteries in sunlight, behind a window or in a car).
- Do not use damaged or deformed batteries. If skin or eyes come into contact with battery fluid or liquid, wash out with water and seek medical attention immediately.
- Never put batteries in mouth. If swallowed, contact your physician or local poison information service.

Medical treatments

Magnetic resonance imaging (MRI)



The Kanso Sound Processor, remote and related accessories (such as the Wireless Programming Pod) are MR Unsafe.

Full MRI safety information is available at www.cochlear.com/mri or by calling your regional Cochlear office (contact numbers available at the end of this document).

Medical treatments generating induced currents, heat and vibration

Having a cochlear implant means extra care must be taken when receiving some medical treatments. Before starting medical treatment, the information in this section should be discussed with the recipient's physician.

The sound processor must be removed before starting any of the medical treatments listed in this section.

Some medical treatments generate induced currents that may cause tissue damage or permanent damage to the implant. Before initiating any of the following treatments deactivate the device.

Warnings for specific treatments are provided below.

CONDITION	WARNING
Diathermy	Do not use therapeutic or medical diathermy (thermopenetration) using electromagnetic radiation (magnetic induction coils or microwave). High currents induced into the electrode lead can cause tissue damage to the cochlea/brainstem or permanent damage to the implant. Medical diathermy using ultrasound may be used below the head and neck.
Electroconvulsive therapy	Do not use electroconvulsive therapy on an implant patient under any circumstances. Electroconvulsive therapy can cause tissue damage or damage to the implant.

CONDITION	WARNING
Electrosurgery	Electrosurgical instruments can induce radio frequency currents that could flow through the electrode. Monopolar electrosurgical instruments must not be used on the head or neck of an implant patient as induced currents could cause damage to cochlear/neural tissues or permanent damage to the implant. When using bipolar electrosurgical instruments on the head and neck of a patient, the cautery electrodes must not contact the implant and should be kept more than 1 cm (½ in.) from the electrodes.
Ionising radiation therapy	Do not use ionizing radiation therapy directly over the implant. It may cause damage to the implant.
Neurostimulation	Do not use neurostimulation directly over the implant. High currents induced into the electrode lead can cause tissue damage to the cochlea/brainstem or permanent damage to the implant.
Therapeutic ultrasound	Do not use therapeutic levels of ultrasound energy directly over the implant. It may inadvertently concentrate the ultrasound field and cause tissue damage or damage to the implant.

Other information

Physical configuration

The Kanso Sound Processor comprises of:

- two omni-directional microphones for receiving sound
- an internal telecoil for receiving magnetic fields radiated by room loops
- custom analogue and digital integrated circuits with digital signal processing (DSP) and bi-directional wireless communication capabilities
- a tri-colour visual indication of sound processor function or problem
- one button allowing user control of key features.

The batteries provide power to the sound processor, which transfers energy and data to the implant.

Materials

- Sound processor: polyamide.
- Magnet casing is made of acrylonitrile butadiene styrene (ABS).

Batteries

Check the battery manufacturer's recommended operating conditions for disposable batteries used in your sound processor.

Wireless communication link

The remote control/remote assistant wireless communication link operates in the 2.4 GHz ISM band using GFSK (Gaussian frequency shift keying) on 5 channels. The link uses a proprietary bi-directional communication protocol and operates over a distance of up to 2 metres from the sound processor. When interference is present, the wireless communication link switches between the 5 channels to find a channel where the interference least affects the operation of the link. The remotes indicate via their displays when the sound processor is not within operating distance, and when the link has been interrupted due to interference (refer to the relevant remote user guide for more information).

Environmental conditions

Condition	Minimum	Maximum
Storage & transport temperature	-10 °C (14 °F)	+55 °C (131 °F)
Storage & transport humidity	0% RH	90% RH
Operating temperature	+5 °C (41 °F)	+40 °C (104 °F)
Operating relative humidity	0% RH	90% RH
Operating pressure	700 hPa	1060 hPa

Product dimensions (*Typical values*)

Component	Length	Width	Depth
Kanso Sound Processor	40.9 mm	35.2 mm	11.3 mm

Product weight (*Typical values*)

Component	Weight
Kanso Sound Processor (no batteries or magnet)	8.3 g
Kanso Sound Processor (including 1M magnet)	11.6 g
Kanso Sound Processor (including 1M magnet and two zinc air batteries)	13.8 g

Coil

CHAracteristic	value
Operating voltage	2.0 V
Operating frequency	5 MHz

Operating characteristics

Characteristic	Value/range
Sound input frequency range	100 Hz to 8 kHz
Wireless technology	Proprietary low power bi-directional wireless link
RF frequency	2.4 GHz
Operating voltage	2.0 V to 3.1 V
Power consumption	20 mW to 60 mW
Button functions	Turn sound processor on and off, turn audio sources on and off, change program
Remote communication range	Up to 2 m
Batteries	Two PR44 (zinc air) button cell batteries, 1.45V (nominal) each Cochlear recommends 675 zinc air batteries designed for cochlear implant use

Electromagnetic compatibility (EMC)



Warning

Portable RF communications equipment (including peripherals such as antenna cables and external antennas) should be used no closer than 30 cm (12 in.) to any part of your Kanso Sound Processor, including cables specified by the manufacturer. Otherwise, degradation of the performance of this equipment could result.

Interference may occur in the vicinity of equipment marked with the following symbol:



Environmental protection

Your sound processor contains electronic components subject to the Directive 2012/19/EU on waste electrical and electronic equipment.

Help protect the environment by not disposing of your sound processor or batteries with your unsorted household waste. Please recycle your sound processor according to your local regulations.

Equipment classification

Your sound processor is internally powered equipment Type B applied part as described in the international standard IEC 60601-1:2005/A1:2012, Medical Electrical Equipment – Part 1: General Requirements for Basic Safety and Essential Performance.

Radio compliance

The Kanso Sound Processor fulfils the essential requirements listed in the EC directive 2014/53/EU on Radio Equipment as per the conformity assessment procedure in Annex II.

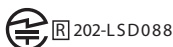


The declaration of conformity may be consulted at:
www.cochlear.com/wps/wcm/connect/intl/about/company-information/declaration-of-conformity

Radio compliance for Japan

This device is granted pursuant to the Japanese Radio Law (電波法).

This device should not be modified (otherwise the granted designation number will become invalid).



Radio compliance for Korea

	1. Equipment name/model name:
	특정소출력 무선기기(무선데이터통신시스템용 무선기기) / CP950
	2. Registration number: MSIP-CRM-COH-CP950
	3. Company name: Cochlear Limited
	4. Manufactured date: 2015
	5. Manufacturer/Country of Origin: Cochlear Limited/Australia



Warning

This radio equipment has the possibility of radio interference during operation.

This equipment is suitable for electromagnetic equipment for home (Class B) and it can be used in all areas.

Summary of safety and clinical performance

A summary of the safety and clinical performance of your devices can be found at: <https://ec.europa.eu/tools/eudamed>.

Refer to *Intended purpose* on page 2 for the full list and names of your devices.

FCC (Federal Communications Commission) and Canadian IC compliance

This device complies with part 15 of the FCC Rules and with RSS-210 of Industry Canada. Operation is subject to the following two conditions:

- This device may not cause harmful interference.
- This device must accept any interference received, including interference that may cause undesired operation.

Changes or modifications made to this equipment not expressly approved by Cochlear Limited may void the FCC authorisation to operate this equipment.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet or a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

FCC ID: WTO-CP950

IC: 8039A-CP950

CAN ICES-3 (B)/NMB-3(B)

Labelling symbols

The following symbols may appear on your sound processor or remote components and/or packaging:



Refer to instruction manual



Specific Warnings or precautions associated with the device, which are not otherwise found on the label



Consult instructions for use



Manufacturer



Authorised representative in the European Community/
European Union



Authorised representative in Switzerland



Catalogue number



Serial number



Batch code



Date of manufacture



Use by date



Temperature limits



CE registration mark with notified body number



CE registration mark



Radio compliance certification for Australia and New Zealand



202-LSD088 Radio compliance certification for Japan



Radio compliance certification for Korea



Contains or presence of natural rubber latex. May cause allergy.



Compatible sound processors



Compatible implants

Rx Only

By prescription

Caution: US law restricts this device to sale by, or on the order of, a physician



Recyclable material



Unique Device Identifier



Medical device



Dispose of electrical components in accordance with your local regulations



Type B applied part

IP54

Ingress Protection Rating

- Protected against failure from dust penetration
- Protected against failure from splashing with water

Privacy and the collection of personal information

During the process of receiving a Cochlear device, personal information about the user/recipient or their parent, guardian, carer and hearing health professional will be collected for use by Cochlear and others involved in care with regard to the device.

For more information please read Cochlear's Privacy Policy on www.cochlear.com or request a copy from Cochlear at the address nearest you.

Serious incidents

Whilst serious incidents in relation to medical devices are rare, it is acknowledged that incidents may happen. As an organisation, Cochlear recognises the potential for harm and will respond to any reported serious incident.

What is a serious incident?

A 'serious incident' means any event that directly or indirectly has caused or could have caused an unexpected or unwanted event including:

- the death of a patient, user or other person
- the temporary or permanent serious deterioration of a patient's, user's or other person's state of health
- a serious public health threat.

Reporting a serious incident

There is no definitive list of events/incidents that constitute a serious incident, however all serious incidents should be reported to:

- your local Cochlear office
www.cochlear.com/intl/contact/global-offices
- your National Competent Authority
https://health.ec.europa.eu/medical-devices-sector/new-regulations/contacts_en

Compatible accessories

Category	Accessories
Retention	Kanso Magnet, Kanso Magnet Reverse Polarity, Cochlear Headband, Cochlear SoftWear Pad
Loss prevention	Cochlear Safety Line (Long), Cochlear Safety Line (Short Double Loop), Nucleus Safety Line
Water-safe	Cochlear Aqua+ for Kanso
Care and maintenance	Cochlear Nucleus Activity Kit Case, Dry Aid Kit, Kanso Microphone Protector Kit, Storage Case, Breeze by Dry & Store®, Dry Brik® by Dry & Store®, Drying Capsules, Microfiber Cloth
Wireless	Nucleus CR210 Remote Control, Nucleus CR230 Remote Assistant, True Wireless Accessories- Cochlear Wireless Phone Clip, Cochlear Wireless Mini Microphone 2, Cochlear Wireless Mini Microphone 2+, Cochlear Wireless TV Streamer
Miscellaneous	Recipient Backpack, Nucleus Bilateral Identification Adhesive Labels

Trademark legal notice

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