



**Cochlear**<sup>®</sup>  
Hear now. And always

# Guide to working from home

Tips to keep you connected and productive when working from home

# Practical advice for working at home



## Optimise acoustics in your work environment

- **Optimise acoustics at home:** Check the acoustics in your home office or workspace and consider introducing some soft furnishings into the space. Remember, hard surfaces can create reverberation and distort sound quality.  
For example, if the room you are working in has tiled or timber floors you may find a rug will help reduce some of the reverberation. Or, if you have large windows in the room, adding curtains may help to improve your listening environment.
- **Good lighting:** Use your vision to help compensate for hearing loss by ensuring that your workspace has good lighting. This will be particularly helpful during video calls or meetings.



## Look after yourself and set a daily routine

- Whilst an optimal listening environment is important for work and productivity, it is also important that you look after your physical and mental wellbeing too.  
**Maintain a routine:** Working from home doesn't mean working all the time. Take proper breaks throughout the day and set formal work hours for yourself. It is important that you switch-off and relax, so you are ready for the next day.  
**Take hearing breaks:** Working from home can result in more phone or video meetings throughout the day. This can be exhausting for anyone, let alone someone with hearing loss. Don't forget that it takes a lot of work for your brain to process speech without the aid of visual cues. So, it is important to give yourself time to rest. Sometimes all it takes is a few minutes of peace and quiet to refresh yourself.



## Request a meeting agenda

- Ask for an agenda from the meeting organiser. While this is generally good business practice, it helps you to prepare background information on the topics to be discussed and provides some guidance on what might be said during the meeting.  
**TIP:** Before your meeting, reach out to the meeting organiser and ask if they can share any presentation materials. This will allow you to review the information in advance and allow you to better anticipate what may be discussed.  
\* Refer to your user guide for pairing instructions.



## Stream conversations directly to your sound processor

- Stream phone and video calls directly to your latest generation sound processors from compatible Apple or Android™ devices using the Smart App or Cochlear Wireless Phone Clip.



## Directly connect your sound processor to your laptop

- You can use your Cochlear True Wireless™ accessories to directly stream audio and media from your computer to your sound processor. Not only can this help you with video conferencing, meetings and online calls, but also alert you to instant messenger or email notifications.

**Mini Mic 2+:** Ensure that your sound processor is paired\* correctly. Then insert the 2.5 mm accessory cable that comes with your Mini Mic 2+ into the headphone socket of your computer and connect the other end to the Mini Mic 2+.

**Phone Clip:** Ensure that your sound processor is paired\* correctly and that the Bluetooth® functionality on your computer is enabled. On your computer, search for Bluetooth devices that are available and select "Hearing Aid Phone" from the list of Bluetooth devices.



## Make use of project management software

- Stay productive and connected to your team by using project management software. You can easily view what your team members are working on, add comments, view upcoming deadlines and track the progress on collective projects. This may help reduce the frequency of phone calls, while simultaneously maintaining team collaboration.

# Effective and efficient meetings



## Advise colleagues and customers of your hearing loss

- Let your colleagues and customers know you have hearing loss and the types of situations that are challenging for you. Such as, hands-free calls or talking simultaneously. People can be very accommodating, provided they are aware of your challenges.
- Don't be afraid to educate conversational partners on strategies that will make listening easier for you. Request that they speak slowly and clearly, and if they are taking the call in an environment with a lot of background noise, ask to reschedule the call at a time where they may be in a quieter setting.



## Use video and instant messaging platforms

- **Video:** If possible, arrange to have video conference calls. Not only does it promote engagement with your colleagues or customers, it can make communication during meetings much easier. Video calls will allow you to draw upon visual cues such as the speaker's lip or facial movements, gestures and body language. Also, if you have multiple people on a conference call, it will make it easier for you to identify who is speaking at any given time.  
**TIP:** Even when using video, encourage communication partners to face you, speak up or speak more slowly.
- **Messaging Apps:** It is recommended that you use complementary instant messaging technologies such as Skype to supplement your verbal communications.

**For more information contact your local customer service team.**

# Hear now. And always

As the global leader in implantable hearing solutions, Cochlear is dedicated to helping people with moderate to profound hearing loss experience a life full of hearing. We have provided more than 700,000 implantable devices, helping people of all ages to hear and connect with life's opportunities.

We aim to give people the best lifelong hearing experience and access to innovative future technologies. We have the industry's best clinical, research and support networks.

That's why more people choose Cochlear than any other hearing implant company.

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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 and refer to the relevant user guide for more information. Not all products are available in all countries. Please contact your local Cochlear representative for product information. Consult your health professional to determine if you are a candidate for Cochlear technology.

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