Cochlear™ Pairing Guide

(for Android™)

This guide tells you how to pair your **Cochlear™ Nucleus® 8, Nucleus 7, Nucleus 7 SE, Nucleus 7 S or Kanso® 2 Sound Processor*** with the **Nucleus Smart App** on a compatible **Android** smartphone†, so you can use the app to control and monitor your sound processor(s).

Note
- To use the Android version of the app, your sound processor must have the latest firmware installed. Please check with your clinician.
- Some screens will show your name and sound processor model. Images shown in this guide are example screens only and may differ to what you see in your app. Use the instructions in this guide in conjunction with the corresponding screens in the app itself to guide you through using the app.

* Not all products are available in all countries.
† For compatibility information, visit www.cochlear.com/compatibility
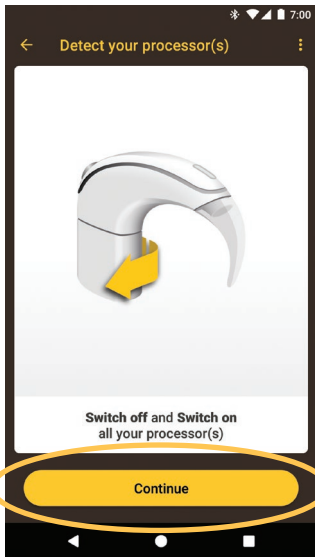
Pair your processor(s)

Note
- If you have other sound processor(s) already paired, you need to unpair them first. See page 4 for unpairing instructions.
- Radio interference: when trying to pair or connect your sound processor with the app, you may experience interference from some devices (e.g. microwave ovens, wireless routers or TV Streamers). If this happens, move away from the device and try again.

1 Have your processor(s) ready.

2 Switch on Bluetooth on your Android smartphone.

3 Run **Nucleus Smart App**.

4 Swipe through the **Welcome** screens.

5 Create your Cochlear **Account**
or
login if you have an account.

6 The **Pair your processor(s)** screen displays. Tap **Continue**.

7 In the **Location** popup, tap **OK**.

8 In the **Allow Nucleus Smart** popup, tap **ALLOW**.
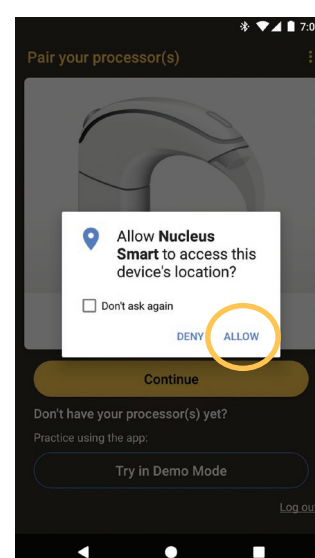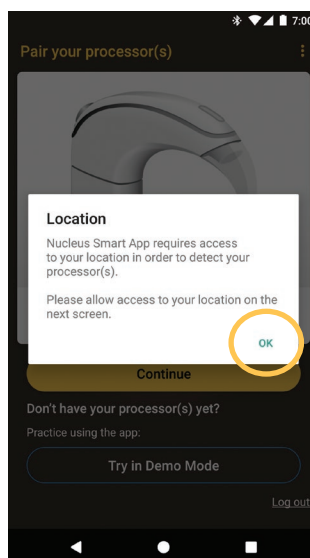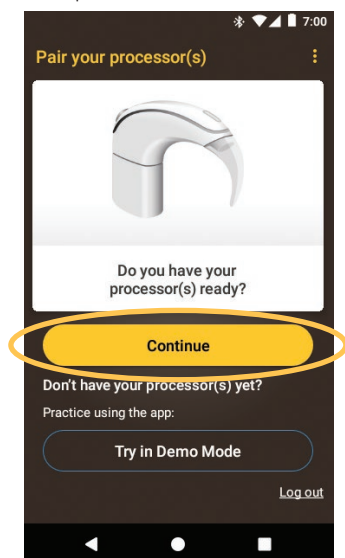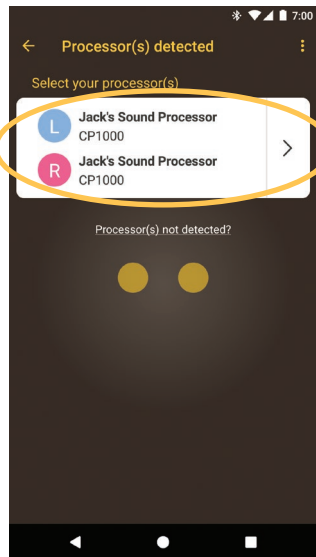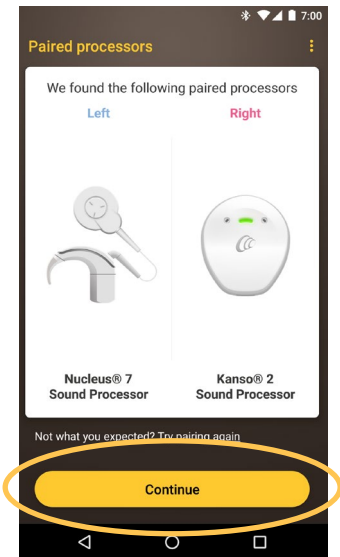
9 The **Detect your processor(s)** screen displays.
Turn your sound processor(s) **OFF**, then **ON**. If you have two do both, one after the other.
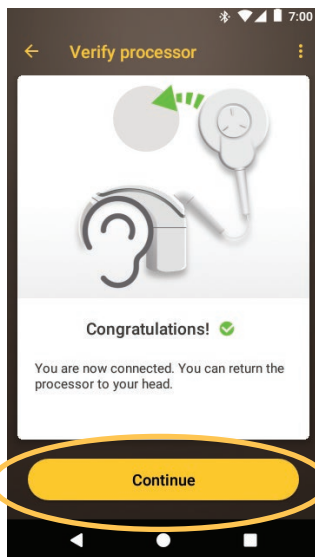After turning your processor(s) off and on, tap **Continue**.

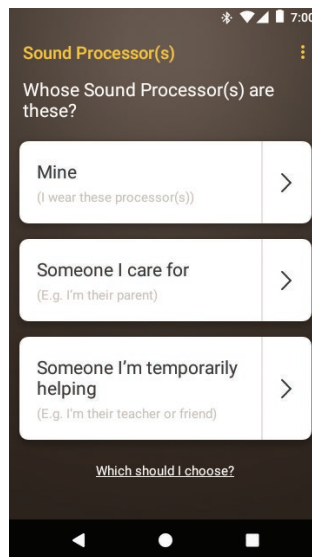10 When your processor(s) display, **tap** once to start pairing.

11 The **Paired processors** screen displays when pairing is complete.
Tap **Continue**.

12 Follow the screen prompts to **Verify** your sound processor(s).

The **Preparing your Processor(s)** screen displays for up to 60 seconds. Tap **Continue**.

13 Tap an option in the **Sound Processor(s)** screen. If prompted, enter user details

14 If the **Audio streaming** screen displays, see steps on the **next page**.
or
If the **Setup complete** screen displays, tap **Start using the app**.
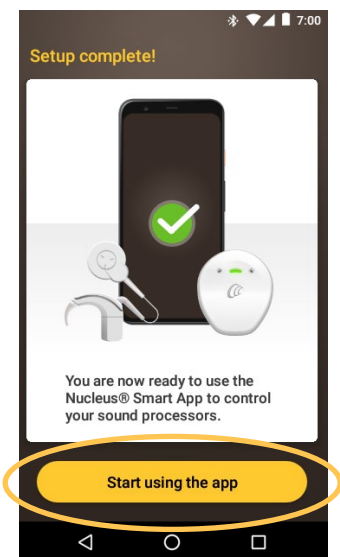
Note
To pair additional compatible devices, you must first disable Bluetooth on existing paired devices.

# Smartphones with audio streaming for hearing aids

If your smartphone supports audio streaming for hearing aids, you can receive sound from your phone straight to your processor. To setup audio streaming:

1 When the **Audio streaming** screen displays, tap **Enable**.
Your sound processor(s) will turn off for a few moments.
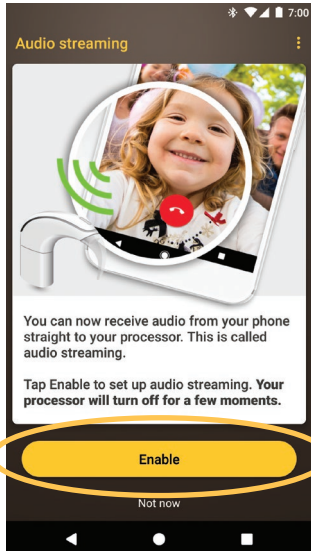
2 If other sound processor(s) are already paired or streaming to your smartphone you need to **Forget** them now.

Follow the screen prompts to **Forget** the processor(s), then tap the **back button** to return to the Nucleus Smart App.
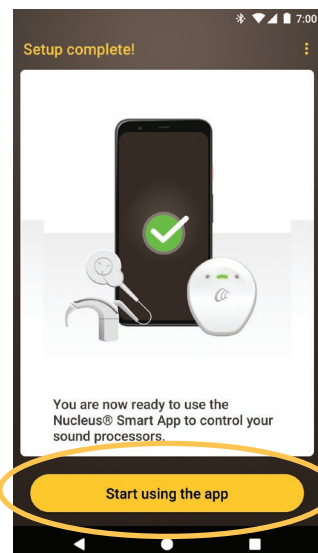
3 Wait while the **Connecting to processor** screen displays.
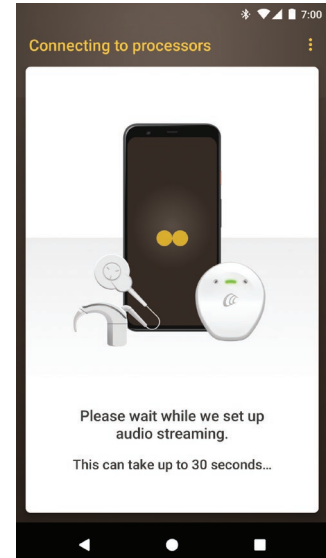
4 If you have **system sounds** enabled on your smartphone, the **System sounds** screen displays.

Follow the screen prompts to **disable system sounds**, then tap the **back button** to return to the Nucleus Smart App.
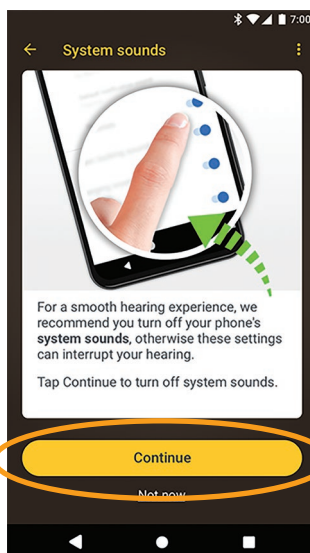
5 When the **Setup complete!** screen displays, tap **Start using the app**.

6 You can use the **Nucleus Smart App**! Refer to the *Nucleus Smart App User Guide* for details.

> **Note**
> To pair additional compatible devices, you must first disable Bluetooth on existing paired devices.
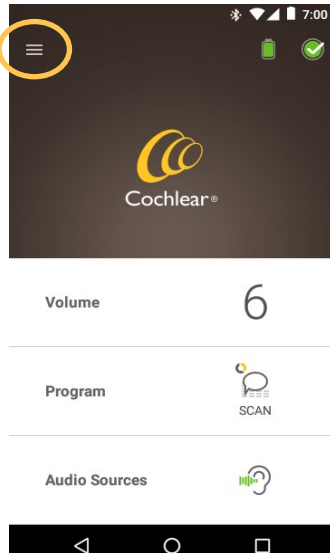
Unpair your processor(s)

If you change your sound processor(s), for example if you receive a new sound processor from the repair centre, you need to:
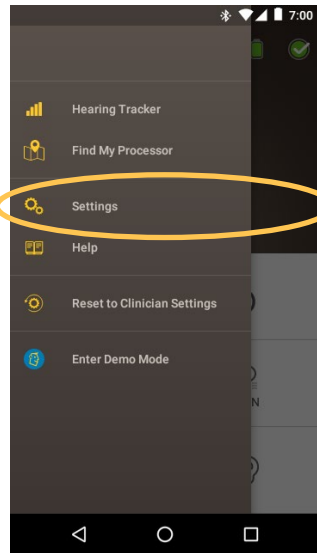- **Unpair** the old sound processor(s), then
- **Pair** the new sound processor(s).
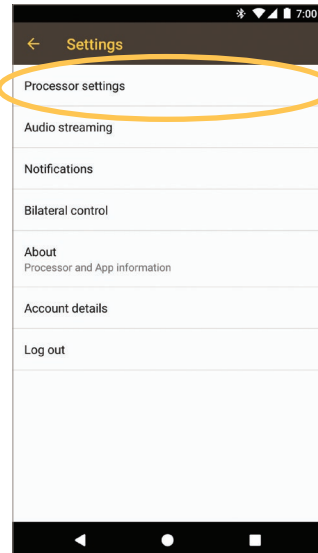
To unpair your processors(s):
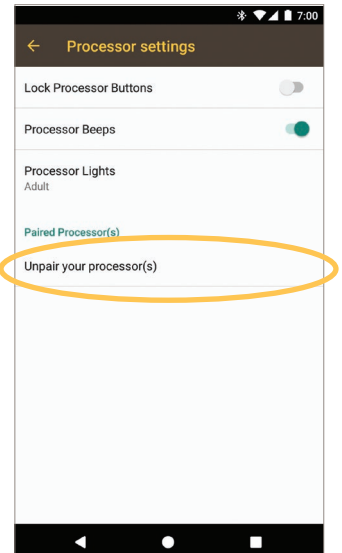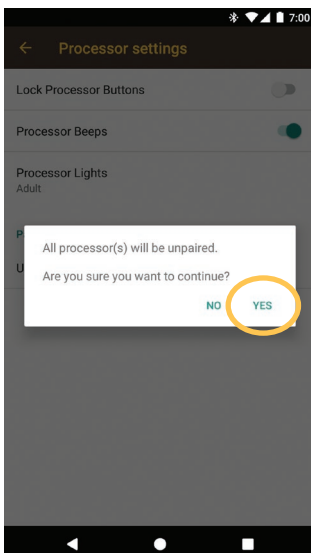
1 Open the app's **Menu**.

2 Tap **Settings**.

3 Tap **Processor settings**.

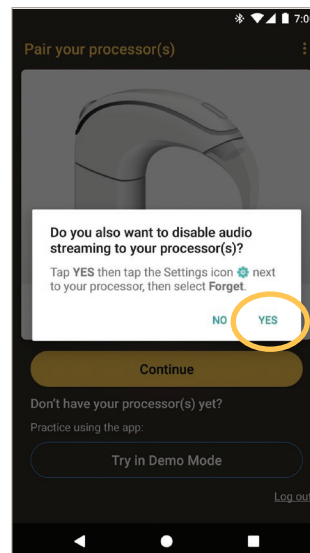**4** Tap **Unpair your processor(s)**.

5 Tap **YES**.

**6** If streaming is enabled for your processor(s), a prompt to **disable streaming** displays.
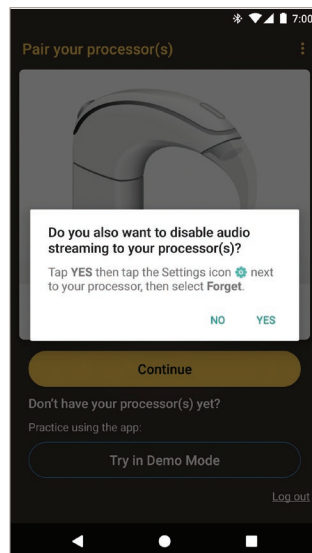
A. Tap **YES** and follow the prompts to **Forget** your processor(s).

B. Tap the **back button** to return to the Nucleus Smart App.

Check audio streaming status

To check your audio streaming status:

1 Open the app's **Menu**.

2 Tap **Settings**.

3 Tap **Audio streaming**.

4 If streaming is **not active**, for more details read the information on screen and tap available links.
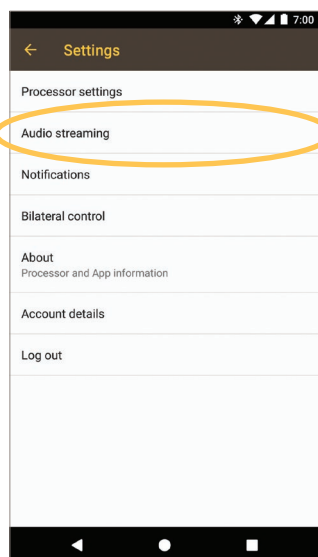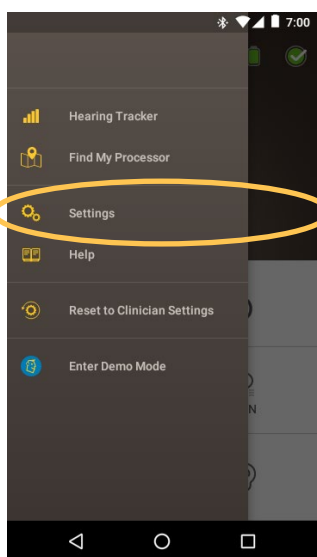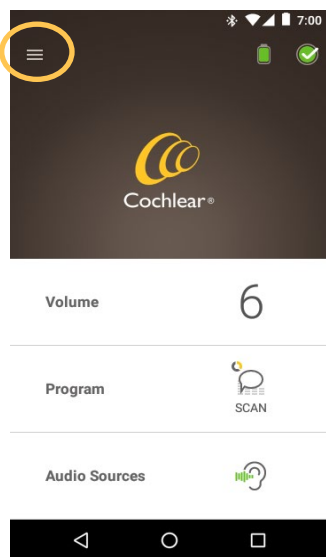
Disable audio streaming

To disable audio streaming:

1 Open the app's **Menu**.

2 Tap **Settings**.

3 Tap **Audio streaming**.

4 If streaming is **enabled**, follow the instructions to disable audio streaming.
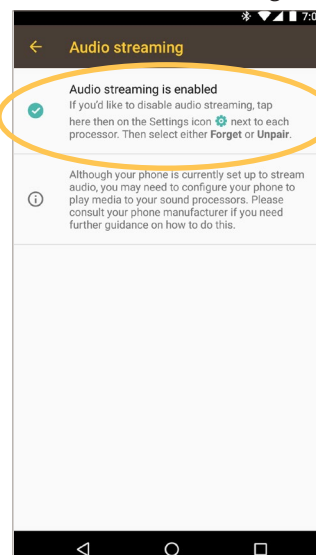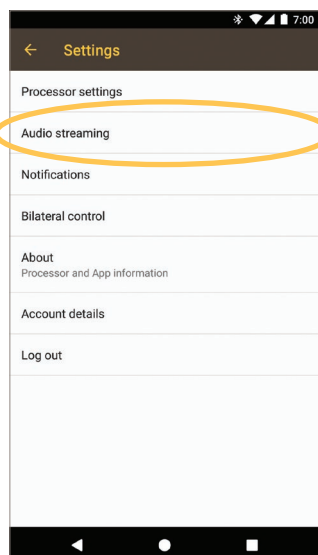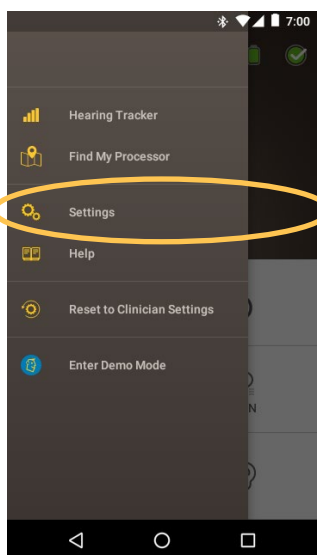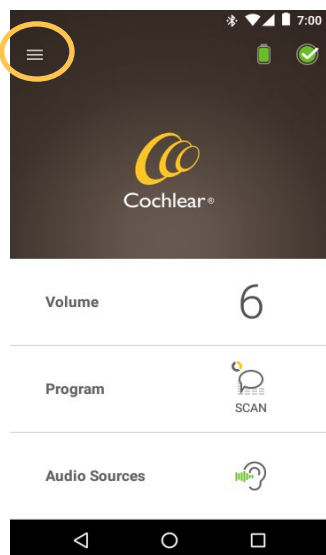
- For more information on the app, refer to the *Nucleus Smart App User Guide*.
- For more information on the sound processor, refer to your *Sound Processor User Guide*.
- Visit us online for tips, how-to videos and more: www.cochlear.com/

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