



# Nucleus<sup>®</sup> Smart App

## User Guide

for iPhone<sup>®</sup> and iPod touch<sup>®</sup>

Version 6.0



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# Introduction

This guide is intended for hearing implant recipients and their carers using the Nucleus® Smart App (Model number: NSA-1).

For more information, see the *Sound Processor User Guide*.



## Note

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.

Visit us online for tips, how-to videos and more:

[www.cochlear.com/](http://www.cochlear.com/)

## 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.

## Getting started

Step		Page
1	Download the Nucleus® Smart App from the App Store® to your iPhone or iPod touch*  The Nucleus Smart App can be downloaded and installed by implant recipients or their parent/carer.	–
2	<b>Important!</b> Pair your sound processor(s) to your device  See the <i>Pairing Guide for iPhone/iPod touch</i>	–
3	Run the Nucleus Smart App	11
4	Follow the instructions on the screen to log in and set up the app	–
5	Start using the app!	12

- \* The Cochlear Nucleus Smart App is available on App Store and Google Play. For a list of compatible devices and operating systems visit [www.cochlear.com/compatibility](http://www.cochlear.com/compatibility).

# Introduction

## Intended purpose

The Nucleus Smart App is intended to be used as an accessory to other devices of a hearing implant system to monitor the performance of the system and to make adjustments to the sound processing unit.

## Indications

The Nucleus Smart App is indicated for use for the recipients of a Cochlear™ Nucleus implant who have a Nucleus 8, Nucleus 7, Nucleus 7 SE or Kanso® 2 Sound Processor.\*

### Remote Check

The Remote Check feature is indicated for use for recipients of compatible Cochlear Nucleus implants and using a Nucleus 8, Nucleus 7, Nucleus 7 SE or Kanso 2 Sound Processor. Compatible Cochlear implants for Remote Check are:

- CI600 Series: CI612, CI622, CI624 and CI632
- CI500 Series: CI512, CI522 and CI532
- CI24RE Series: CI24RE (CA), CI24RE (ST) and CI422
- CI24R and CI24M Series: CI24R (CA), CI24R(CS), CI24R (ST) and CI24M.

\* Not all products and features are available in all countries.

## Indications – continued

### Remote Assist

Remote Assist delivers the ability to conduct a remote session via a live video through the Custom Sound software and the Nucleus Smart App. With a compatible implant, selected programming adjustments and enabling of processor settings (MVBT\*) can be made.

- The in-app video functionality, chat functionality and enabling patient control of processor settings (ForwardFocus, Volume, Sensitivity), are indicated for use for the recipients of a Cochlear Nucleus implant with the compatible sound processors shown in the table on page 6.
- The remote global adjustment and enabling patient control of processor settings (MVBT) are indicated for use for recipients with the sound processors and a compatible Cochlear Nucleus implant shown in the table on page 6.

\* Master Volume, Bass and Treble.

# Introduction

## Indications – continued

Remote Assist Functions	Sound Processors	Implants
<ul style="list-style-type: none"><li>• Video</li><li>• Chat</li><li>• Enabling patient control of processor settings (ForwardFocus*, Volume, Sensitivity)</li></ul>	<ul style="list-style-type: none"><li>• Nucleus 8</li><li>• Nucleus 7</li><li>• Nucleus 7 SE</li><li>• Kanso 2</li><li>• Sound processors in Hybrid configuration</li></ul>	Implant compatibility not relevant for this function.
As above plus: <ul style="list-style-type: none"><li>• Remote global adjustment</li><li>• Enabling patient control of processor settings (MVBT)</li></ul>	<ul style="list-style-type: none"><li>• Nucleus 8</li><li>• Nucleus 7</li><li>• Nucleus 7 SE</li><li>• Kanso 2</li></ul>	<ul style="list-style-type: none"><li>• CI600 Series: CI612, CI622, CI624, CI632</li><li>• CI500 Series: CI512, CI522, CI532</li><li>• CI24RE Series: CI24RE (CA), CI24RE (ST), CI422</li></ul>

\*ForwardFocus is compatible with Nucleus 8, Nucleus 7 and Kanso 2 Sound Processors.



## Contraindications

The Nucleus Smart App is not indicated for use with sound processors other than those listed in *Indications*.

### Remote Check

The Remote Check feature is not indicated for use for recipients with the following implants: ABI541, CI24REH, ABI24M, CI11+11+2M and CI22M.

Remote Check is not designed to work for recipients who use an acoustic component.

### Remote Assist

In-App Video and Chat, Enable control of processor settings  
Remote Assist in-app video, chat and enabling patient control of processor settings (ForwardFocus, Volume, Sensitivity) are not indicated for use with sound processors other than those listed in *Indications*.

Remote Global Adjustment, Enable Patient Driven MVBT  
Remote Assist remote global adjustment and enabling patient control of processor settings (MVBT) are not indicated for use for recipients with sound processors and implants other than those listed in *Indications*.

# Introduction

## Benefits

The Nucleus Smart App operates in conjunction with a compatible Cochlear implant system. Potential benefits of receiving a Cochlear implant system include:

- Better understanding of speech in quiet
- Better understanding of speech in noise
- Increased satisfaction based on hearing capabilities.

## Intended patient population

There are no restrictions for the intended patient population of the Nucleus Smart App in terms of age, weight, health or other condition.

### Remote Check

The Remote Check feature of the app is only intended for recipients who are 6 years or older.

A clinician will determine and enrol a recipient for Remote Check if they are suitable to perform the check.

The Remote Check feature will only be available within the Nucleus Smart App for those Cochlear implant recipients that have been enrolled by their clinician.

### Remote Assist

Remote Assist will only be available within the Nucleus Smart App for those Cochlear implant recipients that have been enrolled by their clinician.

## Intended users

The Nucleus Smart App (NSA-1) device is intended for the following users:

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

## Pair your sound processor(s)

You need to pair your sound processor(s) to your device (for example, iPhone, iPod touch), before you can use the app's communication and control features.



### Note

You can pair your sound processor with up to 5 compatible devices, but you can only control it from one device at any time.



### Warning

Consider security when connecting your sound processor to devices such as smartphones or tablets. Only connect to devices that are protected, for example, password or PIN access control. Do not connect to devices that have had their operating system altered.

See the *Pairing Guide for iPhone/iPod touch* for step-by-step instructions.

## Unpair your sound processor(s)

You need to unpair your sound processor from your device if you change your sound processor(s), for example, if you receive a new sound processor from the repair centre:

- First **Unpair** the old sound processor(s),
- Then **Pair** the new sound processor(s).

See the *Pairing Guide for iPhone/iPod touch* for step-by-step instructions.

## Security requirements

While using the Nucleus Smart App, you should:

- use a strong password for your Cochlear account
- configure devices to lock automatically when inactive
- use devices with security PINs or passcodes
- keep the device operating system updated
- keep the Nucleus Smart App updated
- never use devices with unauthorised modifications to the operating system.

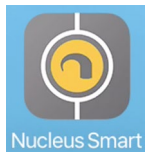


### Note

If you change your device, you must log out and uninstall the Nucleus Smart App from your previous device. Use the *Settings menu* to logout (see page 32).

## Run the Nucleus Smart App

1. Tap the **Nucleus Smart** icon to start the app.



2. **Set up the app.** The first time you run the app, a series of screens step you through setting it up.



### Note

You will need to log in to the app using your Cochlear account.

## Use Apple Watch

The Nucleus Smart App can be used on your Apple Watch if your watch is paired with your iPhone.\*

After installation and set up of the Nucleus Smart App on your iPhone, check your Apple Watch to see if the Nucleus Smart App has installed automatically. If not, use the Watch app on your iPhone to select and install the Nucleus Smart App.

To use the app on your Apple Watch:

- start the app on your iPhone.
- keep your Apple Watch close to your iPhone.

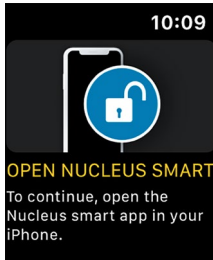
You can change available settings on your Apple Watch or your iPhone – a change on one will be reflected on the other.

If your iPhone is dimmed, app alerts will show on your Apple Watch.

If your iPhone is turned off, Apple Watch app displays a message.

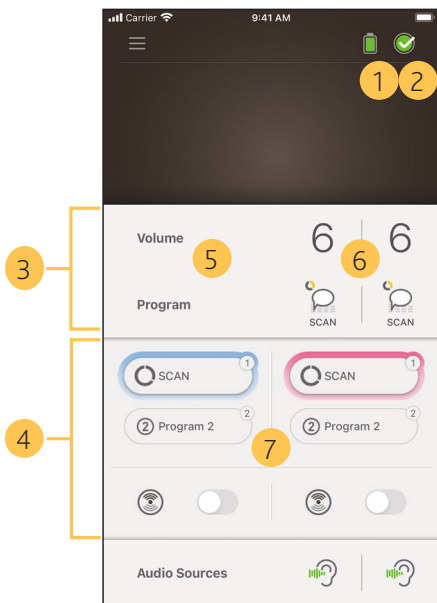
- \* Nucleus Smart App functions on Apple Watch are unavailable in some areas. If unavailable, a message displays in the app on your Apple Watch.

If your iPhone is turned on but the app isn't running, Apple Watch displays this message:



A subset of Nucleus Smart App functions are available on your Apple Watch. Screens for Apple Watch are included where relevant on the following pages.

# Home screen

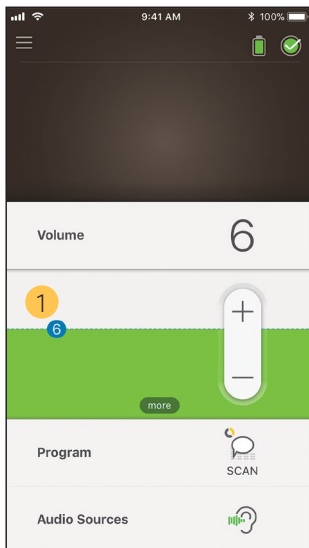


- 1 Sound processor battery level
- 2 Sound processor status
- 3 Control panel (closed)
- 4 Control panel (open)
- 5 Setting name
- 6 Setting current value
- 7 Setting controls



## Control one or two processor(s)

You will see a green bar and one control if you only have one paired sound processor.

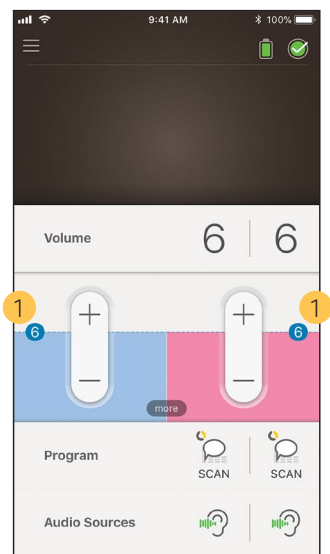


- 1 Default value (set by clinician). May be different for each program, and for different sound processors.

If you have **two paired sound processors** you can control them together (one control button) or separately (two buttons, as shown here):

- Left side controls are blue
- Right side controls are red.

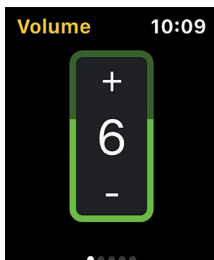
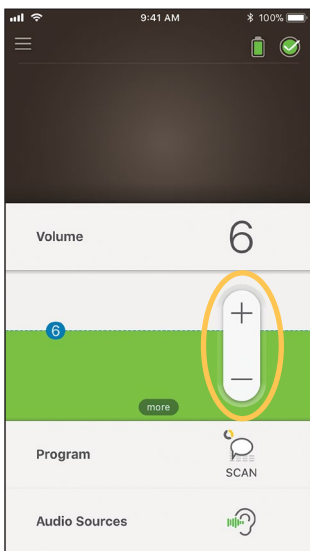
Change this using the *Settings menu* (see page 32).



- 1 Default value (set by clinician). It may be different for each program, and for different sound processors.

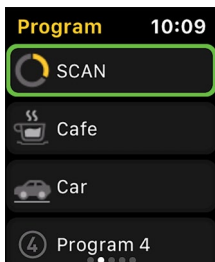
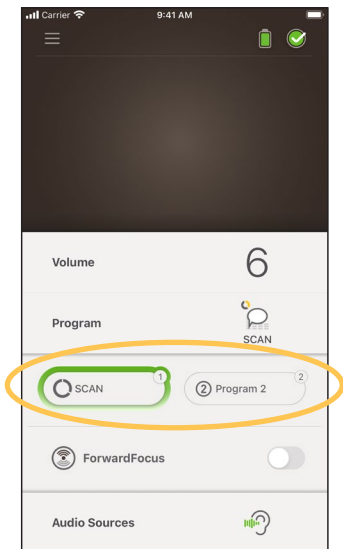
# Adjust volume

1. Tap **Volume** to open its control panel.
2. Tap **+ / -** to change volume.



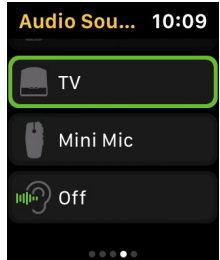
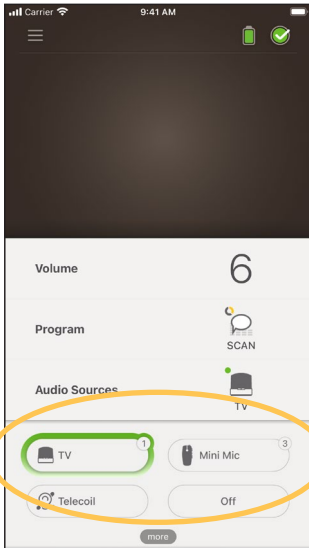
# Change program

1. Tap **Program** to open its control panel.
2. Tap the icon for the program you want to use.



# Stream audio

1. Tap **Audio Sources** to open its control panel.
2. Tap the **icon** for the audio source you want to use.



## Tip

Tap **Off** or **X** to stop streaming audio and return to the previous program.

## Adjust streamed audio

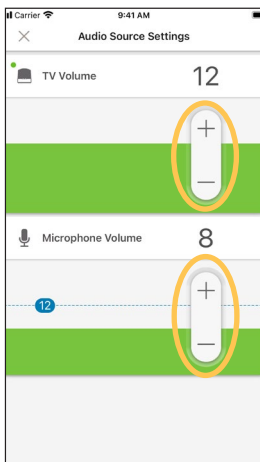
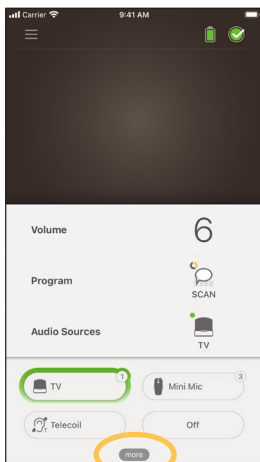
You can separately change the volume of the streamed audio and sound from your sound processor microphones.



### Note

Audio Source Settings return to the default setting when you turn your sound processor off.

1. Start streaming from an Audio Source.
2. Tap **more** to open the **Audio Source Settings** control panel.
3. Tap **+ / -** to change settings.



4. Tap **X** at top left to close the **Audio Source Settings** control panel.

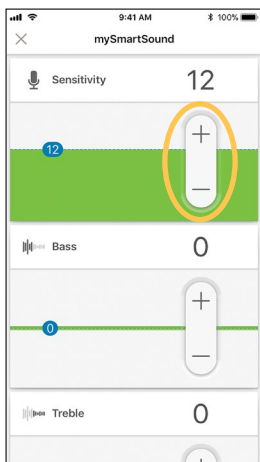
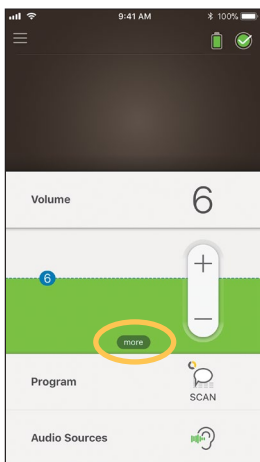
## Adjust sensitivity



### Note

- Sensitivity is only available if enabled by your clinician.
- Sensitivity returns to the default setting when you turn your sound processor off.

1. Tap **Volume** to open its control panel.
2. Tap **more** to open the **mySmartSound** control panel.
3. Tap **+ / -** to change sensitivity.



4. Tap **X** at top left to close the **mySmartSound** control panel.

# Adjust bass and treble



## Note

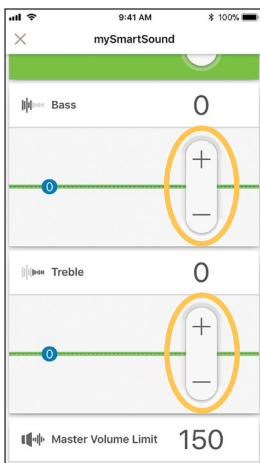
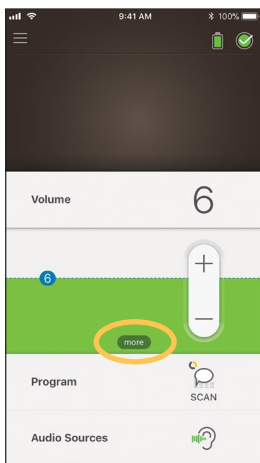
Bass and treble are only available if enabled by your clinician.



## Warning

Only adjust this when you can hear sounds or speech. Increasing bass or treble may cause loud sounds or discomfort at high levels. If this occurs, remove the sound processor/coil immediately and decrease the bass or treble before replacing.

1. Tap **Volume** to open its control panel.
2. Tap **more** to open the **mySmartSound** control panel.
3. Tap **+ / -** to change bass or treble.



4. Tap **X** at top left to close the **mySmartSound** control panel.



# Adjust master volume limit



## Note

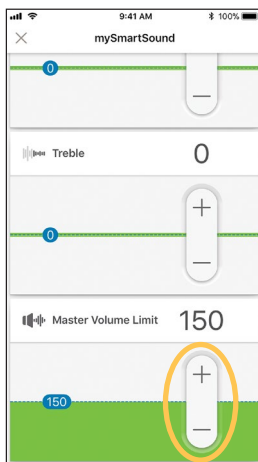
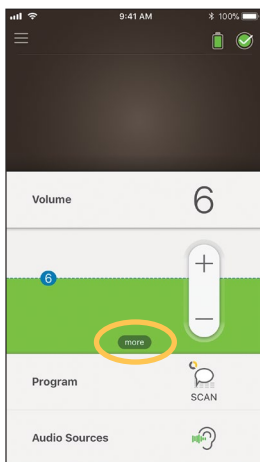
Master volume limit is only available if enabled by your clinician.



## Warning

Only adjust this when you can hear sounds or speech. Increasing the limit may cause loud sounds or discomfort at high levels. If this occurs, remove the sound processor/coil immediately and decrease the master volume limit before replacing.

1. Tap **Volume** to open its control panel.
2. Tap **more** to open the **mySmartSound** control panel.
3. Tap **+ / -** to change master volume.



4. Tap **X** at top left to close the **mySmartSound** control panel.

## Use ForwardFocus

ForwardFocus is an additional feature that works by reducing noise coming from behind you. This allows you to concentrate on face-to-face conversations in a noisy situation such as a café.

ForwardFocus is only available if enabled by your clinician. Once enabled, you have control of the feature and can turn it on and off as needed.



### Note

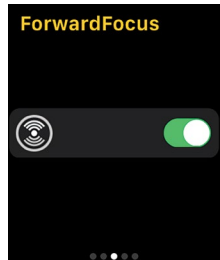
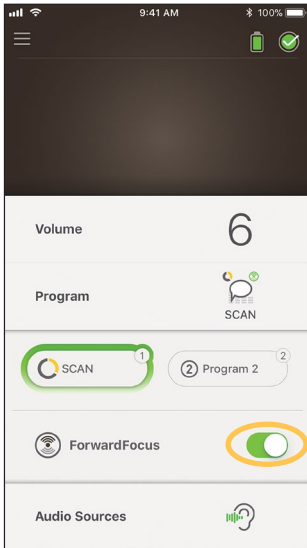
If you are using the program **SCAN 2 FF** on the Nucleus 8 Sound Processor, ForwardFocus is automatically managed by the program.

When using ForwardFocus try to make sure any distracting noises are behind you.

Don't forget to turn it off when you move to a different hearing environment, for example, when moving from a noisy café to a quiet room.

If you are a carer of a child, you should talk to your clinician about the suitability of this feature. It is important that your child can provide feedback when ForwardFocus is no longer needed, and they need to use their normal programs.

1. Tap **Program** to open its control panel.
2. Turn **ForwardFocus** on.



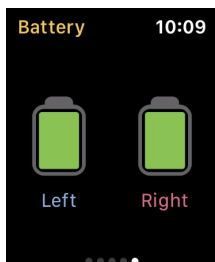
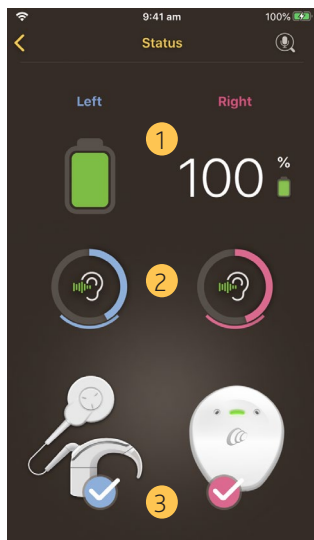
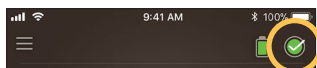
#### Note

If you turn off your sound processor, ForwardFocus is turned off and you will have to turn it on again when you need it.

# Check status

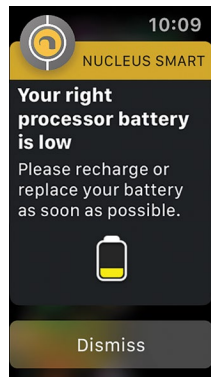
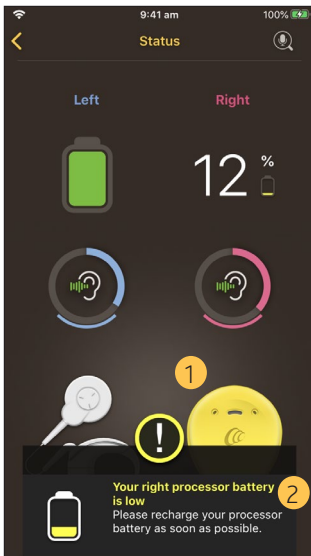
Tap the icon to open the **Status** screen.

**Note**  
Example screens show two sound processors. If you have one sound processor, your screens will show only that one.



- 1 Sound processor battery level.
- 2 Sound level being delivered to the sound processor. Icon displays source (for example, microphones, telecoil, wireless accessory). Coloured bar indicates level.
- 3 Sound processor status indicator: Tick indicates no faults.

If your sound processor has a fault, you will see a screen like this:



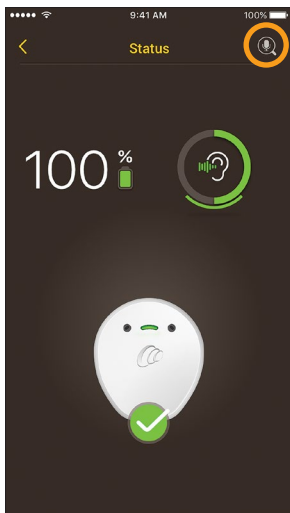
- 1 Sound processor part with the fault displays in yellow.
- 2 Description of fault and suggested solution.

## Sound Check

### Note

- Make sure you are in a quiet place away from microwave ovens, wireless routers or other devices that could cause interference.
- Place the smart phone near your processor with nothing in between, for example, walls, furniture, your head.
- Be aware of privacy – Sound Check records sound from your processor microphone. Recordings are stored on your smart phone (they are not stored by Cochlear).



From the **Status** screen, tap the **microphone** icon to start Sound Check.\*



- \* Only available with KANSO 2 Sound Processors and compatible smart phones. For information visit [www.cochlear.com/compatibility](http://www.cochlear.com/compatibility).

1. If you have two sound processors, **Left** is selected. To record the right sound processor, tap **Right**.



2. Tap the **Microphone** button to start recording.
3. Tap the **Stop** button  to finish recording.
4. Tap the **Play** button  to listen to your recording.



#### Note

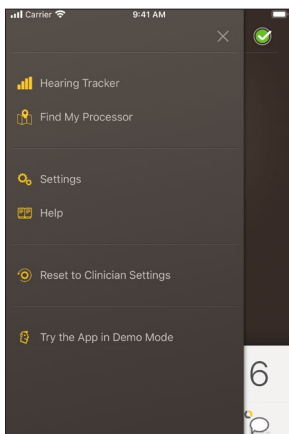
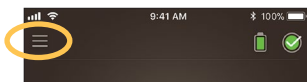
- While recording, the sound processor light displays steady blue.
- A 5-tone sequence sounds at the start of recording and 1 beep at the end.
- 30 seconds is the maximum recording time.
- Elapsed recording time displays above the button.
- The quality of speakers on your smart phone and headphones will affect the sound quality on playback.





# Settings menu

Tap the **menu** icon at top left of the screen to open the **Settings** menu.



Tap **Reset to Clinician Settings** to change your sound processor settings back to those set by your clinician.

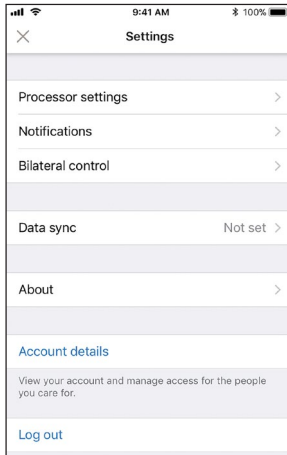
Tap **Try the App in Demo Mode** to learn how to use the app without affecting your sound processor(s).



## Note

The 'processor' in the app interface means the sound processor.

Tap **Settings** to open the **Settings** screen.



Tap **Processor settings** to:

- Lock processor button
- Turn beeps on/off
- Set processor lights.

Tap **Notifications** to turn notifications on/off.

Tap **Bilateral control** to select whether to control two sound processors together or separately.\*

Tap **About** to view implant, processor and app information.

\* This feature may not be available in your version of the app.

## Firmware updates

The Nucleus Smart App automatically checks for firmware updates. Regular firmware updates will improve your sound processor's performance.

You need internet access to update the firmware. The update occurs after you confirm to proceed.



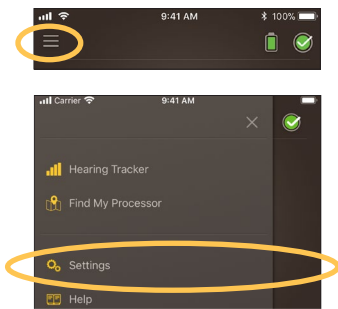
### Note

Firmware updates may not be available in all areas.

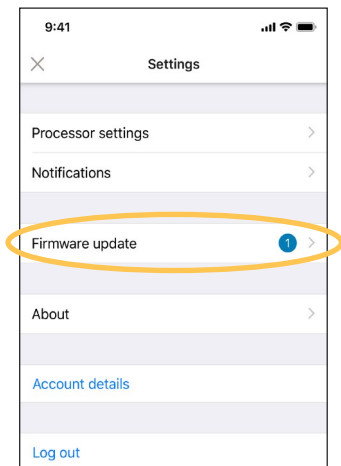
When a firmware update is available, a message displays: A firmware update is available to help keep your sound processor running smoothly. Follow the prompts to complete the firmware update.

To manually check if a firmware update is available:

1. Tap the **menu** icon at top left of the screen, then tap **Settings**.



2. If a firmware update is available, tap the **Firmware update** option to perform the update.



3. Follow the prompts to complete the firmware update process. For the firmware update to take effect you must restart your sound processor.

On successful update, a message displays:  
Your firmware is now up-to-date on your sound processors!



#### Note

If the firmware fails to download or install correctly, the previous firmware version will be restored. The performance of your sound processor will not be affected if the update is unsuccessful.

# Remote Check

**Remote Check\*** is intended for ages 6 and older.

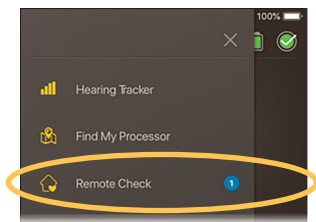
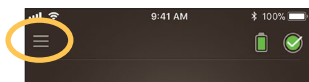
Remote Check allows you to complete a series of hearing tests using the Nucleus Smart App, then electronically send the results to your clinician for review.



## Note

Remote Check must be enabled by your clinician.

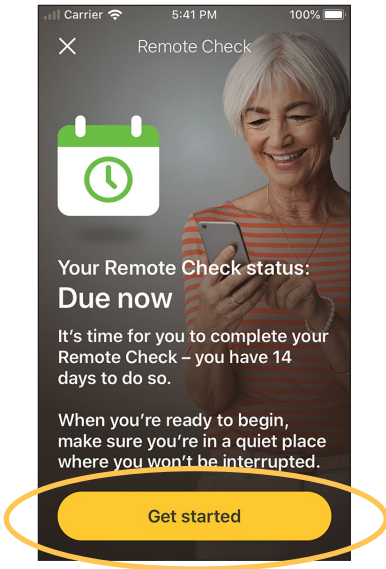
1. Tap the **menu** icon at top left of the screen to open the **Settings** menu.



2. Tap **Remote Check** to see if it is time to start a Remote Check.

\*Remote Check is not available in all countries.

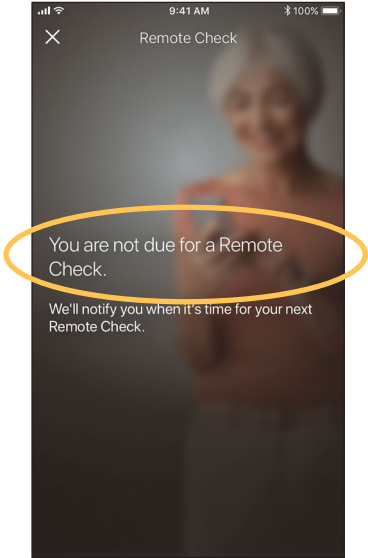
3. If it is time to start your Remote Check, tap **Get started**.



**Note**

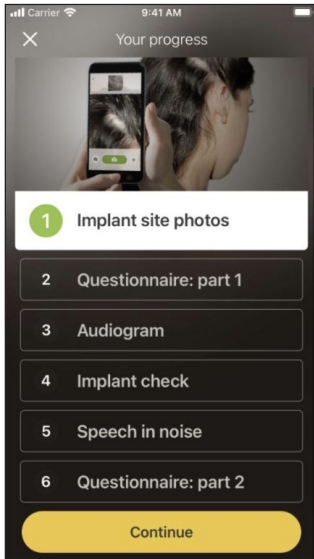
If you experience any discomfort during Remote Check, remove your processor/coil.

If it is not time to start your Remote Check, as determined by your clinician, a message displays: **You are not due for a Remote Check.**





There are up to six steps in the Remote Check process. Follow the screen prompts to complete each step.



After you have completed the steps your results will be sent automatically to your clinician.

Your clinician will review your results and notify you of any follow-up actions.

# Remote Assist

Remote Assist\* allows pre-scheduled video calls with your clinician so you can attend appointments remotely.

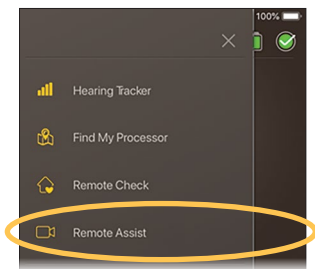
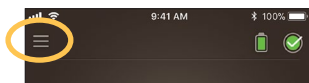
During the video call, your clinician is able adjust your sound processor settings. They will be unable to access any other settings or apps on your phone.



## Note

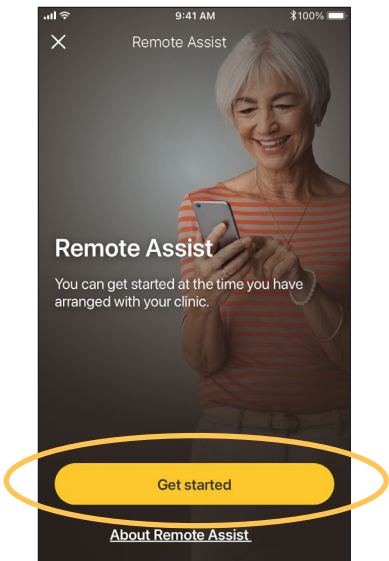
- Remote Assist must be enabled by your clinician.
- Before the session, make sure your phone battery and sound processor battery are charged.

1. Tap the **menu** icon at top left of the screen to open the **Settings** menu.



\*Remote Assist is not available in all countries.

2. Tap **Remote Assist**.
3. When it's time for your Remote Assist appointment, tap **Get started**.



**Note**

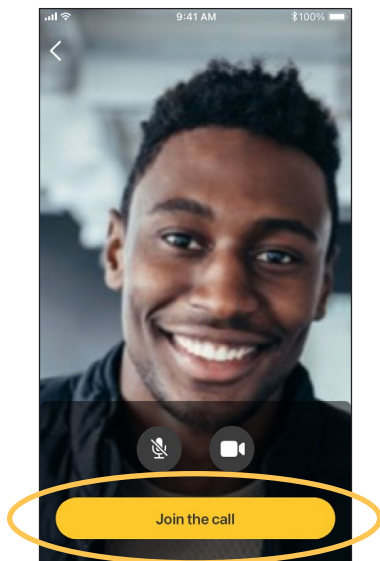
If you experience any discomfort during Remote Assist, remove your processor/coil.

- When asked to provide microphone and camera access, tap **Allow** and **Continue**.



**Note**

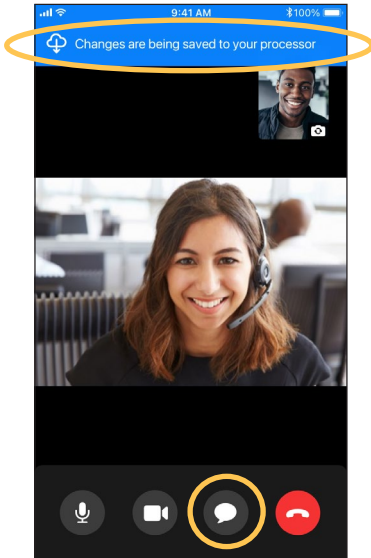
Microphone and camera access are required to enable the call.



- Tap **Join the call** to attend your Remote Assist appointment.

If your clinician is not on the call, wait for them to join.

If your clinician makes changes to your sound processor, a status message displays at the top of the screen.



If you need to send a message to your clinician, tap the chat icon at the bottom of the screen.

When the call is finished, changes made by your clinician display on the exit screen.

# Troubleshoot

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

Problem	Resolution
You have trouble connecting to the app	<ol style="list-style-type: none"><li>1. Restart your sound processor.</li><li>2. Restart the app.</li><li>3. Restart the device running the app.</li></ol>
You don't receive notifications	Check that the app is running on your device.
If sound is too loud or distorted	<ol style="list-style-type: none"><li>1. Turn down the volume or sensitivity, see <i>Adjust volume</i> on page 17 or see <i>Adjust sensitivity</i> on page 21.</li><li>2. If the problem continues, remove the processor, coil or acoustic component from your head immediately and contact your clinician.</li></ol>

# General information

## Labelling symbols

These symbols may appear in the Nucleus Smart App:



Manufacturer



CE registration mark with notified body number



Authorised representative in the European Community



Catalogue number



Medical Device



Unique Device Identification

## Legal statement

The statements made in this guide are believed to be true and correct as of the date of publication. However, specifications are subject to change without notice.

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# Notes

A series of 20 horizontal dotted lines for writing notes.





# Hear now. And always



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