

Cochlear Family

Keeping you supported, connected, inspired

October 2023

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You spoke and we listened – how we delivered on your tech wish list

“
If I was designing the
next Cochlear™ Sound
Processor I would...”

Our global community is always at the heart of what we care about at Cochlear. So, a few years ago, we reached out to our cochlear implant recipients on Facebook to ask you to complete this sentence: “If I were designing the next Cochlear™ sound processor I would...” ▶



- ◀ Your suggestions were so powerful that we shared them with our engineers, who are constantly looking to innovate and deliver technology that can make a real difference in your life.

Here are your top requests and some of the ways we have improved Cochlear technology based on your suggestions.

1 A better listening experience

What you asked for

“Improve listening in background noise.”

– Alicia

“Better sound quality.”

– Sam

“Allow me to program myself to try different things to see if I can get a better sound.”

– Felicity

What we delivered

Several tools and features have been developed as part of our technology released over recent years to improve sound quality, listening in noisy situations and enable you to control your sound processor settings.

Using the Cochlear™ Nucleus® Smart App, you can fine-tune your hearing settings to suit your situation by adjusting things like sensitivity or bass and treble.

So that you don't have to adjust settings yourself, the latest Cochlear Nucleus 8 Sound Processor senses changes in your listening environment and automatically adjusts the sound using enhanced SmartSound® iQ 2 with SCAN 2, which has been designed to offer clearer sound compared to previous generation Nucleus 7 and Nucleus 6 Sound Processors.¹⁻⁴

To better hear face-to-face conversations, you can turn on ForwardFocus[™], a feature which works to reduce noise coming from behind.⁵

Our newest device, the Cochlear Nucleus 8 Sound Processor, offers an improved ForwardFocus function, so it more powerfully reduces distracting background noise compared to the Nucleus 7 Sound Processor with ForwardFocus on.⁵ ▶



2 Smaller but more powerful sound processor

What you asked for

“Make it smaller, but just as powerful and make the batteries last.”

– Victoria

“Lighter and smaller.”

– Siew

What we delivered

The Nucleus 8 Sound Processor is the world’s smallest behind-the-ear cochlear implant sound processor: it’s 15% smaller and 13% lighter than its predecessor, the Nucleus 7 Sound Processor[^] with the same battery life. The Nucleus 8 Sound Processor is also 32% smaller and 34% lighter than the Nucleus 6 Sound Processor^{^^.6}

With the Nucleus 8 Sound Processor, you have a choice of disposable or rechargeable battery options, including Compact and Power Extend, so you can select the best way to make your battery power your day.

If you prefer an off-the-ear option, the Nucleus[®] Kanso[®] 2 Sound Processor is the smallest and lightest rechargeable off-the-ear sound processor available.⁷

3 MRI compatible

What you asked for

“Make it MRI compatible for 3.0 Tesla.”

– Azam

What we delivered

The Cochlear Nucleus[®] Profile[™] Plus Series Implant is designed to allow you to have routine magnetic resonance imaging (MRI) with a 1.5 Tesla MRI machine or a high-definition 3 Tesla MRI machine without removing the magnet.[†] (Check with your clinician if you are unsure about your specific implant.)

That means there’s no need to have additional surgery, no need to wear a bandage in the MRI machine, no delay in having your scan done and, most importantly, no unnecessary time without sound. ▶

Before you have an MRI, refer to the Cochlear MRI Guidelines.

4 Smart phone app

What you asked for

“Make an app for a smartphone to control settings so I don’t have to carry the remote around.”

– Jane

“I think the idea of the remote linking into your phone instead of having to carry a separate remote would be a great idea. Everyone carries a phone these days so to be able to flick over to your CI app would be perfect.”

– Lisa

“Make the sound processor independent of remote control which can be managed by an app in a mobile phone.”

– Sachin



What we delivered

Using the Nucleus Smart App, you are able to manage your sound processor from a compatible device. Some examples of the great features:

- At a glance, view battery status and check if the sound processor is working. It’s as easy as tapping the battery icon.
- When on the phone, adjust the mixing ratio to block out surrounding noise to concentrate on the conversation.
- Locate a misplaced sound processor.

We are continuously reviewing and testing new mobile devices and operating systems as they become available, so be sure to check the latest compatibility information. ▶

5 Track a misplaced sound processor

What you asked for

“Include some sort of tracking device – the amount of time I spend looking for my son’s lost sound processor is crazy!”

– Chanelle

“Maybe a phone app that can help track the processor. I’m a mother of a two-year-old who has put his processor in a ‘really safe place’ some three weeks ago.”

– Sally

“A GPS feature. With a two-year-old, we don’t lose it often, but when we do, a tracker that can link to a phone would be perfect.”

– Lisa

What we delivered

This has been a very popular request from busy parents! The Nucleus Smart App offers a ‘Find My Processor’ feature to help you find a misplaced Nucleus processor.†

6 Better water resistance

“Make my sound processor waterproof.”

– Jacinta

We know many of our recipients love being active or live in humid climates. However, exposure to sweat, water, dust, and dirt can impact the performance and lifespan of your sound processor, which is why we have been working on the IP rating of our devices.

The IP rating is an international standard for electronic devices, which signifies the durability of your device – how it’s rated for dust and water protection.

Our latest devices have an IP68 rating. Although they are not waterproof, they have a high level of water resistance and are well protected from dust and dirt.#±

Sound processor IP ratings

Cochlear™ Nucleus® 8 Sound Processor# (with rechargeable battery module)	IP68
Nucleus® 7 Sound Processor (with rechargeable battery module)	IP57
Nucleus 6 Sound Processor (with rechargeable battery module)	IP57
Nucleus Kanso® 2 Sound Processor±	IP68
Nucleus Kanso Sound Processor	IP54

Your sound processor can generally withstand a sweaty workout at the gym, with the recommendation that you take care of it with daily cleaning and store using a dehumidifier.

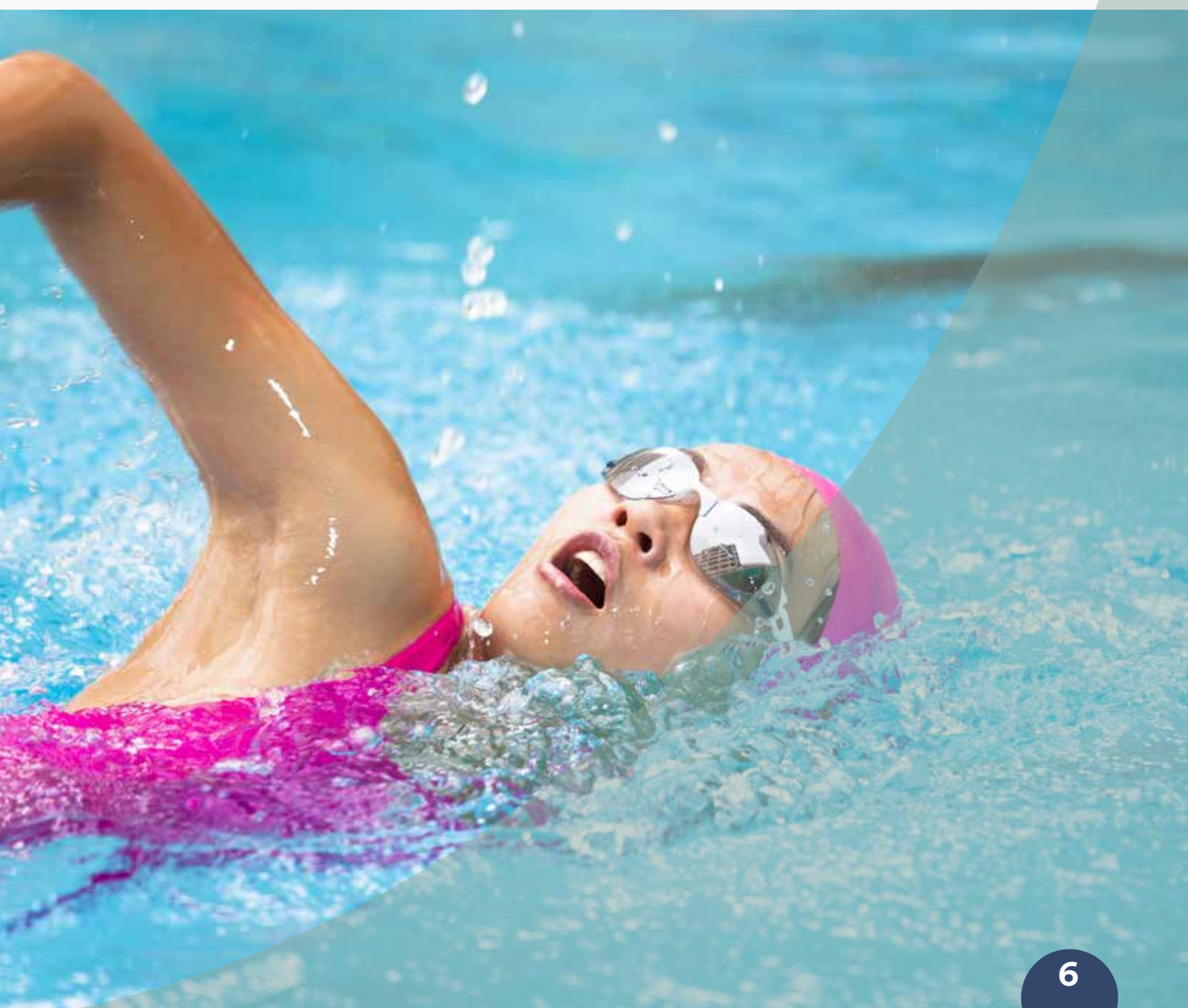
However, just like you wouldn't take most smartphones swimming, sound processors, even with an IP68 rating, are not waterproof.

If you want you to be able to enjoy a bath or swimming in a pool or the ocean, we have created Aqua+ water-safe accessories.[#]

Using the Aqua+ and Aqua+ Coil with your sound processor, you can enjoy water activities with your sound processor for up to two hours in up to three metres^{#.8}

We love hearing from you! Keep up with the feedback on our social media channels where other recipients can join the conversation. Visit Cochlear on our social media and tell us more!

For more information
about Cochlear's
latest technology,
visit our website
www.cochlear.com



My decision to upgrade and here's what happened



Susan, Cochlear™ Nucleus® System recipient.

Have you thought about upgrading your sound processor but wonder what the experience might be like? Maybe you're comfortable with your current sound processor and question why you should upgrade it? Or you might even feel overwhelmed by the idea of adjusting to a new device?

Who better to answer these questions than someone who has recently upgraded to two Cochlear™ Nucleus® 8 Sound Processors. We asked Susan, a retired grandmother who lives in the US and who upgraded recently from Nucleus 7 Sound Processors, to share her upgrade experience. ▶

Q What was the main factor in your decision to upgrade?

A. I was excited to get Nucleus 8 because it's the latest technology. Of course I wanted that!

Q What was it like getting used to the new technology?

A. It was easy for me. I could understand speech immediately. For a few weeks or months, I noticed that my ears heard differently; one was much higher pitched, and the other deeper. But together, they blended and I rarely noticed the differences.

Now, I think I hear from both ears with the nearly the same pitch. Since my left ear is implanted for less than a year, and my right ear switched from the Nucleus 7 to Nucleus 8, I am thinking that my brain simply needed time to consolidate things.

Q What's been the biggest change?

A. My hearing is clearer than ever. Sounds all around! The transition didn't require any special aural training. I just put them on and went.

The biggest change is that, in most cases, I can understand in restaurants, especially if there is low background music.

It's also easier to understand my grandchildren, who used to be such a challenge to hear. Children speak while running around, while playing with their toys, while the TV is on, and while just being kids. Their diction is not always clear, especially when they are toddlers and preschool age.

But now, I rarely notice a problem. With my Nucleus 8 Sound Processors, I know that I am hearing more of what they have to say, and that is a gift to me.

Just this week, my cousin whom I see frequently, commented while we were in a restaurant that she can tell that I hear better, because she doesn't need to repeat as often.

Q What features do you like best about your new sound processor?

A. Compared to the Nucleus 7, I like the clarity of sound. Music is better and the variety of music that I can enjoy is wider.

Recently, we had the opportunity to attend a small concert of the Vienna Boys Choir. The setting was very intimate. This group of 24 boys had such sweet voices and I could make out the individual singers who had special parts in the performance.

I was moved to tears and this truly was a highlight of our vacation last summer!

Restaurants are also better. The Outdoor setting is awesome! So many things to hear, and now I feel that I likely would hear a rattlesnake's rattle, which is a huge benefit because I hike often in their environments. ▶



Susan, Cochlear™ Nucleus® System recipient.



Susan, Cochlear™ Nucleus® System recipient.

Q Do you stream to your sound processors?

A. When I make or receive a phone call on my iPhone, my phone automatically streams. Nothing special is required to start streaming, once the phone and the sound processors are connected.

Likewise, when I listen to a podcast, audiobook, or any web-based audio content, my phone automatically starts streaming. I also stream FaceTime, YouTube, Facebook, and other websites.

“I love the TV streamer and can easily hear the TV now.”

Susan, Cochlear™ Nucleus® System recipient.

Q What accessories do you use?

A. With the MiniMicrophone2+, I stream movies from my Kindle Fire, listen to my husband and others in the car, and listen to doctors. I also use it to hear tour guides and recorded audio tours, when I can plug their device into the MiniMicrophone2+. I love all of these features!

I love the TV streamer and can easily hear the TV now, but I prefer to also use closed captions.

I like being able to hear at the pool because of the swim kit. I'm no longer left out of conversations and can hear my grandkids while we're at the pool. ▶

◀ **Q How do you manage battery life with your new sound processors?**

A. I use the rechargeable batteries, but I like that I can use disposable batteries as an emergency back-up, especially when travelling. I like using the disposable batteries when I camp and backpack.

Q Do you use devices to control your sound processors?

A. I usually use my phone and the Nucleus Smart App to control my processors. I like that I can control some features of the Nucleus 8 and accessories with my Apple watch. That's very convenient. With my Apple watch, I can control the volume of my sound processors, select which program to use, and select my sound source. Also, I can see the battery charge level for each processor.

Q What would you say to others who might be hesitant to upgrade?

A. I would say, go for it. The processors get better and better, and I certainly want to maximise my hearing possibilities. There is a learning curve, and patience and dedication is required. I would encourage others to be open to new technologies and to involve others around you for help.

Q If you could change anything, what would it be?

A. I would like to understand what the sound processor is capable of. Sometimes I feel as if there are features that I might like but I don't know to ask.

I wish that I was implanted earlier, and I wish that I went bilateral sooner. Family life is easier, and family is what matters the most.

“I would say, go for it. The processors get better and better, and I certainly want to maximise my hearing possibilities.”

Susan, Cochlear™ Nucleus® System recipient.



Activities for enhancing vocabulary and social skills

Success in school and in life often begins with mastering the fundamentals of daily living and honing crucial social skills. These skills encompass the ability to dress oneself, organise personal belongings, prepare for school, maintain good hygiene, and more. For parents, nurturing these foundational skills in their children is

not just a matter of convenience; it's an important step toward ensuring a successful school experience.

In addition to these life skills, fostering age-appropriate social behaviours is equally essential. Parents should hold their hearing-impaired children to the same standards of conduct as their peers, but it's worth noting that children with cochlear implants may require extra focus and self-discipline to navigate the challenges of effective communication. ▶



Suggested below are practical strategies and activities that parents can employ to nurture their children's life skills and social competence.

Remember to:

- Match your language to your child's age and listening stage
- Be aware of your child's current goals for listening and language and integrate them into your play and activities.
- Consult your clinician for suggestions and tips
- Check the Sound Foundation for Toddlers resource for more information



Shopping list

Talk with your toddler about making a shopping list. This is a great way to develop their vocabulary and auditory memory. If you go from room to room at home while you make the list it also helps with developing categorization and association. For example: 'What do we need in the kitchen? Do we need any fruit? How many apples/oranges/bananas? Do we need anything from the fridge/bread box/biscuit tin/freezer? Do we need anything for the bathroom or laundry?'



Selecting and unpacking shopping

More opportunities to repeat daily vocabulary and ask questions. 'Can you go and get me three bananas and two apples?' When you come home, unpacking, and putting shopping away gives lots of opportunities for instructions. 'Put the can of beans on the second shelf on the left.' 'Put the packet of noodles on the third shelf behind the biscuits.'



Talking with toys

All of the language and vocabulary associated with daily living skills can be practiced and repeated in playing games with toys and dolls. Parents can participate, but also let the child play on their own and listen to the language that they use.



Role play school activities

Role reversal and turn taking plays an important role here so that the child can think about the language to use in different situations with different people. Also we can pretend that some of the toys will be preparing for school. 'Billy the dog is going to school – has he got everything he needs? What does he need? What will he do when he gets there? How does he feel?'



Make a doll's house out of recycled materials

Involve the child at every planning and making stage. Draw a plan of the house first, describe rooms and functions. So much vocabulary, language and questions can be used here.



A checklist of planned activities before leaving the house each day

This is a good habit to establish and is very helpful for auditory memory and sequencing practice. For example: 'We're going out. First we will go to the Post Office to send the birthday card, then to the supermarket. After that we will get a newspaper for Dad, and then we will visit Grandma. After that we have to pick up the dog from the vet and come home.'



Sabotage

Create opportunities to encourage problem solving. For example in making a doll's house out of a cardboard box, cut out a door in the front and then wait for the child to tell you what do next. 'How will we see outside if we don't have some...? (Auditory closure). Shall we put a bath here in the kitchen? (Wait) Why not? So what shall we do now? If not here, where shall we put the bed?'

By equipping children with these essential tools, we empower them to excel in both their academic journeys and the broader landscape of life.

For a more tailored rehabilitation plan, we recommend speaking with your hearing healthcare professional.

Find more rehabilitation resources here.

How to thrive in a **classroom** **environment**

Tips for your Child

Below are some tips that may be helpful in preparing your child for the classroom. These tips are great way to encourage a positive relationship and set appropriate expectations for your child on their first day at school. Remember to speak to your hearing healthcare professional for more advice.

- 1 Raise your hand**
Remember to raise your hand when you want to talk. This way, the teacher knows you are listening and want to learn. You will have to wait your turn as there will be many other students in your class and the teacher may not call on you every time.
- 2 Ask lots of questions**
Don't be shy to ask your teacher questions if you do not understand what (s)he or your classmates have said. You can raise your hand and say:
 - a. Could you please say that again?
 - b. I didn't understand, can you please talk a little slower?
- 3 Read instructions carefully**
If you do not understand what your teacher has asked you to do, you can raise your hand and say:
 - a. I don't know what to do
 - b. Am I doing this right?

- 4 Check that you can hear**
Check your implant and FM before class starts. If you can't hear well, tell your teacher so (s)he can help you.
- 5 Make new friends**
Making friends is fun! You can make friends by being nice, helpful and friendly. A "buddy" can help you if you don't hear something or if you have a question.
- 6 Be Patient**
If someone doesn't understand what you say, then try again. To help your classmates understand, you can:
 - a. Repeat what you said
 - b. Use your best speech and slow down.
 - c. Say it in a different way.
- 7 Explain how it works**
If someone asks you about your cochlear implant, explain how it helps you. You can say:
 - a. My implant helps me to hear.



Must-know hacks for hybrid working with hearing loss

During the pandemic, when many offices and workplaces closed, remote working from home became the norm in most places. Today, remote working, which allows employees to balance office time with working from home, is becoming not only normal but expected.

Before the pandemic, in the UK, about one in 10 people had worked from home at least one day in the week, but by 2022 that figure had risen to one in five.⁹ In the US, data shows that, in 2022, about 42% of workers who could work remotely had a hybrid schedule, and 39% worked entirely from home – up from 8% pre-pandemic.⁹

And it looks like remote working is here to stay. A survey by global management consulting firm McKinsey, found that 85% of people currently working remotely want to stay that way. The survey shows this applies across industries, geographies, and demographics.¹⁰

Meetings remain a big challenge. A European survey by Owl Labs, the State of Hybrid Work 2022, found that many employees – not just those with hearing loss – find online meetings challenging.¹¹

The most common concerns:

- Unsure whether to interrupt someone who's speaking (79%)
- Audio echo/distortion (78%)
- Not hearing everyone (77%)
- Not seeing people's faces and missing visual cues (76%)
- Difficulty being part of or contributing to the conversation (74%)
- Feeling disengaged (72%).¹²

With a mix of face-to-face interactions and remote meetings and phone calls, how can you make that work for you? We asked cochlear implant recipients to share their hacks for remote working.

At home or work

1 Request video meetings rather than phone calls

“Video conference calls provide valuable lipreading cues. Use speaker mode rather than gallery mode to enlarge the speaker’s image, making it easier to speech-read,” says Gael, co-author of *Hear and Beyond*, a book designed to help people live well with hearing loss.

2 Use your technology

If your employer uses video conferencing software that can be used with a smartphone app, use your compatible Apple or Android™ phone to connect so that you can directly stream the audio to your sound processor.

“Being able to stream and hear clearly is an absolute game-changer for me as much of my job is handling and dealing with people,” says Tom, a search and rescue officer who has two Cochlear™ Nucleus® Sound Processors.

“I was on a 2.5-hour Skype call, which involved a very large group of people and a PowerPoint presentation. I could not see the presenter, just his computer screen. The meeting organiser disabled the audio on his end, which enabled us to dial in using our cell phones for the audio. It was awesome as my Bluetooth enables the sound to go right into my processors, which gives a stereo effect,” Tom says.

If direct streaming to your smartphone is not possible, you can stream the audio from your computer to your processor using the Cochlear Wireless Mini Microphone 2+.

3 Switch on captions

Some conferencing and call platforms like Google Meet and Microsoft Teams have caption functions that can be helpful during calls. Some platforms will also save the captions once the call has ended so you can review what has been discussed. Check the accessibility settings of the platform you use to find out more.

4 Follow up work calls with a text or email message

“For phone calls, I use my Phone Clip, but I also make sure that I follow up with an email or a text just for clarification to make sure that nothing else was missed or misunderstood in the conversation,” says Lynn, who uses Nucleus Sound Processors.

Other tools, such as instant messenger apps, also allow you to supplement your verbal communications with follow-up written communication.

5 Use smartphone for streaming audio and laptop for video

“This is a huge one for me,” says a Nucleus 8 cochlear implant recipient. “Teams lets you connect to a meeting from multiple devices so I use smartphone for streaming and laptop for video. I think a lot of people don’t use smartphones for streaming because they can’t see the screen on their phone. But doing both is a big benefit.”



At work

1 Try to be open with colleagues and customers about your hearing loss

Tom says it's crucial to be open about your hearing loss at work.

"You need to communicate. At work, the important thing is to normalise it. I've had to educate the dispatchers so that if I'm on call and the phone rings, they have to give me a minute to 'get my ears on'. They need to give me time."

2 Set ground rules

For many, it's challenging to hear people talking on the phone if they are hands-free using a speaker or talking simultaneously. Let people know that's challenging for you and ask them to speak one at a time.

"Remind colleagues to get your attention before speaking to you," says Gael. "Do your best to replace audible messages with visual ones. Let colleagues know you prefer email or text over voicemail and explain this on your outgoing voicemail message as well."

3 Prepare ahead for meetings

Ask for an agenda ahead of meetings to help you fully understand any what to expect and topics to plan for.

"While this is generally good business practice, it helps you to prepare background information on the topics to be discussed and provides some boundaries on what might be said during the meeting," says Greg.

4 Suggest meeting locations and consider where you sit

Where you sit makes a big difference: "Choose a place to sit where you have a clear view of the people you'll talk with the most," suggests Greg. Ask for meetings in smaller rooms, with lower ceilings and some soft furnishing if possible.

"Switch on the ForwardFocus* feature via your Nucleus Smart App to reduce the noise coming from behind you. Otherwise sit at a table with your back to a wall," Greg says. The latest Cochlear Nucleus 8 Sound Processor has an improved ForwardFocus function so when you want to focus on a face-to-face conversation, it more powerfully reduces distracting background noise compared to the Nucleus 7 Sound Processor with ForwardFocus on.5

5 Ask others to use a microphone in meetings

Gael says: "Ask the organiser if a microphone can be used at the meeting. This benefits everyone and will minimise interruptions and cross-talk if people need to use the mic to speak."

For more information about the Cochlear Nucleus 8 Sound Processor visit www.cochlear.com/nucleus8



8 questions to check your hearing if you're over 50

- Did you know that people are more than twice as likely to get their pet checked by a vet than they are to get their own hearing checked?¹³
- Yet “deafness or impaired hearing has a profound impact on people’s lives,” says Peter, a cochlear implant recipient from Australia.
- “Unless you’ve really experienced that, you can’t fully understand it, nor could you possibly understand how profoundly impacted people’s ability to communicate with loved ones, family, friends, and socially,” he says.
- Peter has been involved with an independent global cochlear implant (CI) task force along with hearing experts including audiologists, Ear Nose and Throat surgeons (ENTs), and cochlear implant recipients to develop new global Living Guidelines for cochlear implantation.
- The guidelines have been developed to raise awareness of hearing health and address the gap between adults who could benefit from a cochlear implant and those who actually receive one.
- Only 1 in 20 adults who could benefit from a cochlear implant have one,^{14,15,16} because many healthcare professionals, including GPs and audiologists, as well as the general population, lack awareness of cochlear implants and who would benefit from one.
- To address this, the guidelines recommend that every adult older than 50 should have their hearing tested every 1–3 years. Consult with your healthcare professional about how often you should have your hearing checked.
- Reflecting on his role in the task force, Peter says: “Those who have gone through the process are well placed to advise clinicians about what the experience is like, what it entails, and what could be done to improve the CI journey of potential recipients.”

If you - or a loved one - are struggling to hear clearly, even with hearing aids, it may be time to talk to your hearing healthcare professional about different hearing solutions.

Common signs of hearing loss:

1. Do you have trouble hearing in one or both ears?
2. Do you have trouble hearing over the phone?
3. Do you find it hard to follow conversations when two or more people are talking?
4. Do you regularly need to ask people to repeat what they are saying?
5. Do you ever need to turn up the television volume so loud that others complain?
6. Do you have trouble hearing because of background noise?
7. Do ever think that other people seem to mumble?
8. Do you find different speakers difficult to hear, such as children and people who are softly spoken?

Help your friends and loved ones better understand the signs of hearing loss and when to get a hearing check. Share these questions today.



Share your story with Cochlear Family

Cochlear Family wants to hear from you. Share your story, tips, tricks, advice, ideas and any questions you might have.

Get in touch >

Hear now. And always

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¥ ForwardFocus is a clinician-enabled feature that can be user controlled or automated.

^ Comparison made using the Compact Battery Module for Nucleus 8 Sound Processor and the Compact Rechargeable Battery for Nucleus 7 Sound Processor.

^^ Comparison made using a Compact Battery Module with the Nucleus 8 Sound Processor and the Compact Rechargeable Battery for Nucleus 6 (CP910) Sound Processor.

† The following implants are designed to be compatible for MRI at 1.5 T and at 3.0 T with magnet in place: Nucleus Profile Plus Series: CI612, CI622, CI632 and CI624. The following implants are designed to be compatible for MRI at 3.0 T with the magnet removed (should your doctor specifically recommend this procedure) and 1.5 T with magnet in place with use of the Cochlear MRI Kit: CI500 Series: CI512, CI522, CI532 and ABI541.

CI24RE Series: CI422, CI24REH (Hybrid L24), CI24RE (CA), CI24RE (CS) and CI24RE (ST).

CI24R Series: CI24R (CA), CI24R (CS), CI24R (ST). CI24M Series: CI24M, CI 11+11+2M and ABI24M.

CI22 Series: CI22M (with removable magnet).

Implant magnet removal may be required to reduce image artefact.

‡ The Cochlear Nucleus Smart App is available on App Store and Google Play. For compatibility information visit www.cochlear.com/compatibility

The Cochlear Nucleus 8 Sound Processor is dust and water resistant to level IP68 of the International Standard IEC60529. The Nucleus 8 Sound Processor was tested to a depth of up to 1 metre for up to 1 hour. Refer to the relevant user guide for more information.

± The Cochlear Nucleus Kanso 2 Sound Processor is dust and water resistant to level of IP68 of the International Standard IEC60529.

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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 follow the directions for use. Not all products are available in all countries. Please contact your local Cochlear representative for product information.

Views expressed are those of the individual. Consult your health professional to determine if you are a candidate for Cochlear technology.

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