



**Cochlear**<sup>®</sup>

Hear now. And always



# Know your upgrade options

A smooth road  
to upgrading your  
sound processor







# Just when you thought your hearing couldn't get any better, it does.

Cochlear's technology is always evolving. Our latest sound processors\* are designed to deliver an improved hearing experience, new capabilities and industry leading connectivity - all whilst working with your existing cochlear implant.‡

Whether you got your first sound processor decades ago or in recent years, it's important to understand the upgrade process and your funding options. It will help you to plan ahead with your clinician and enjoy the benefits of advances in technology by upgrading your sound processor.

‡ Cochlear Nucleus 8 Sound Processor and Kanso 2 Sound Processor are not compatible with N22 implants.



# When should I consider a sound processor upgrade?

There are a variety of reasons why people upgrade. Some of the common considerations are:

## Better hearing performance

The technology and features of our latest sound processors\* can deliver an enhanced hearing experience that can positively impact your daily life.

SmartSound® iQ technology and ForwardFocus^ features can provide better hearing experience in a wide variety of challenging hearing environments, especially where there is background noise, eg. restaurants, classrooms, boardrooms, ceremonies.<sup>1-4</sup>

## Improved connectivity

Direct streaming to your sound processor from a compatible smartphone\*\* results in easier access to phone calls, video calls and meetings, music, and other entertainment without the need for additional accessories.<sup>5</sup>

The Nucleus® 8 Sound Processor is ready for next-generation Bluetooth® LE Audio technology\*, the Nucleus 8 Sound Processor will make it easier to bring sound to you – in more places and from more devices than ever before.<sup>6-8</sup>

You'll also be able to connect directly to what's being broadcast at public venues such as airports, conference centres and theatres with Bluetooth Auracast™

## Nucleus® SmartApp

Accessible via a compatible smartphone, the Cochlear™ Nucleus® Smart App gives you the option of controlling your sound processor's settings and functionality directly from a compatible Apple or Android™ device\*\*. You can monitor battery status, adjust volume, change programs, locate a misplaced sound processor, access data logging information and remote support - all at your fingertips.

## Wearing options

Our latest sound processors\* are smaller than their predecessors and have an improved rechargeable battery life.<sup>-11</sup>

You can choose between behind-the-ear (BTE) or off-the-ear (OTE) sound processors to suit your individual preferences.† While often people have a preferred wearing style, many recipients enjoy the flexibility of having both the BTE and OTE sound processors. It allows them to choose a preferred option to suit different daily situations, such as work, sport, school or play. You also have a variety of colours to choose from, so your new sound processor can match your style effortlessly.

## Replacing a lost or irreparably damaged sound processor

We encourage you to insure your sound processor against loss or damage. Some insurers may permit an upgrade to the latest generation sound processor\* as a viable replacement.

## Out of warranty

All our sound processors come with a 3 year warranty subject to our Global Limited Standard Warranty Policy, and we also offer an 'On The Air' supplementary cover plan for purchase.

## Product Retirement

Like most things we use everyday, sound processors are subject to general wear and tear, and as such there comes a time when it is considered to have served its period of 'useful life'. By the time this occurs, often there is a newer product available so an upgrade is a great replacement option.



# Understanding the upgrade process

As you embark on your upgrade journey, it is important to understand the steps involved in the upgrade process. Having this information in advance can empower you with necessary information to help you make your upgrade decisions. Your hearing care professional and Cochlear can guide you to help make your transition one of the latest sound processors\* as smooth as possible.

## Start your upgrade journey today

- 1 Get to know your upgrade options
- 2 Understand how upgrades are funded
- 3 Discover what the most frequently asked upgrade questions are
- 4 Prepare for a consultation with your hearing care professional
- 5 Enquire with your hearing care professional about new sound processor trial



# Know your upgrade options: Our latest sound processors

You have experienced life with your current hearing solution, so you may already know what you're looking for in a new sound processor. If you've imagined having better conversations in noisy places, making calls with confidence, or enjoying streamed music and entertainment, it's all possible with our latest sound processors.\*<sup>12</sup>



## Kanso 2 Sound Processor

Combining the freedom of an off-the-ear device with the benefits of direct streaming and the latest hearing technology, the Kanso 2 Sound Processor may be your ideal choice.† With a powerful, integrated rechargeable battery and wireless charging, the Kanso 2 Sound Processor is designed to keep up with you.



## Nucleus 8 Sound Processor

Nucleus 8 is our latest, behind-the-ear hearing solution with next-generation Bluetooth® connectivity\* and smarter hearing performance so you can experience your best hearing.<sup>1-9</sup>

Visit [www.cochlear.com/au](http://www.cochlear.com/au) to discover more about our latest sound processors\* and consult with your hearing care professional to which option might be more suitable for your individual needs.



# Know your upgrade options: Upgrade funding

There are several funding pathways for upgrading sound processors in Australia and New Zealand.

### Self-funded

Privately purchase your new sound processor by credit card, direct deposit or pay through Zip Money (Australia), or Latitude Finance (New Zealand). Please note, credit services are being provided by Zip Money and Latitude Finance and subject to their respective terms and conditions.

### Private Health Insurance – Australia

If you have an applicable Australian Private Health Insurance policy, you may be eligible for a fully or partially funded upgrade every 3-5 years (subject to your health insurer's policy terms and conditions). If you sign up for a new private health insurance policy, you may be eligible for an upgrade in as little as 12 months (subject to health insurer's policy terms and conditions).

Each private health fund has their own set of eligibility criteria, and some insurers require pre-upgrade testing to be completed at an audiology appointment to demonstrate the clinical benefit an upgrade will deliver. A sound processor upgrade may also be considered suitable by your health insurer if it minimises safety risks or improves quality of life.

### Other Compensable Agency

You may be eligible for a funded upgrade to be considered as part of a related compensation claim, e.g. Department of Veterans' Affairs, Transport Accident Commission, Work Cover, Accident Compensation Corporation.

### Public funding – Australia

- **Hearing Australia**  
Australian recipients under 26 years of age may be eligible for a funded upgrade every 5-6 years.
- **National Disability Insurance Scheme (NDIS)**  
NDIS participants may be eligible for a funded upgrade every 6 years subject to meeting prescribed eligibility criteria and determined on a case by case basis. Australian recipients under 65 years are encouraged to investigate whether or not they may be eligible for NDIS.

### Public funding – New Zealand

If your implant surgery was publicly funded, you may be eligible for a publicly funded upgrade. Upgrade applications are arranged by your audiologist and eligibility is determined on a case by case basis.

For more information about Cochlear's latest sound processors or upgrade funding options, contact your Cochlear Implant Audiologist or our Upgrade Support Team:  
**Email: [upgradesupportanz@cochlear.com](mailto:upgradesupportanz@cochlear.com)**



# Frequently Asked Questions about sound processor upgrades

## Will the new device provide me with improved hearing clarity?

In a recent clinical study, a majority of recipients found speech to be significantly clearer in their own everyday listening environments when they upgraded their existing Cochlear SPrint, ESPrit 3G, Freedom, Nucleus 5 or Nucleus 6 Sound Processor to the Nucleus 7 Sound Processor.<sup>12</sup>

Our latest sound processors\* feature ForwardFocus^ and SmartSound iQ with SCAN – our most advanced sound processing technology designed to filter out background noise and automatically adapt to your listening situation.<sup>1</sup>

So, whether you're at work or university, in a café or busy marketplace one of our latest sound processor\* can help you enjoy clearer conversation, even in challenging and noisy listening environments.<sup>1-4</sup>

## Will my new device deliver lifestyle benefits?

Cochlear's latest sound processors\* include advanced features and accessories that can help make everyday tasks – like talking on the phone, going swimming, enjoying your favourite music and watching TV – so much easier.

With new, advanced features making the experience of hearing easier, you can go about your day – and your life – with more confidence. It may help you feel more empowered to participate in life more fully or even try activities you never thought you could do before.

## What does 'listening effort' mean?

Your ears and your brain work together to provide you with the experience of sound. Listening effort is the mental energy required to navigate hearing obstacles when carrying out a task which involves listening.

Studies show, that cochlear implant recipients can experience improved hearing performance when using a sound processor with noise reduction technologies.<sup>13</sup> For the recipients it meant needing significantly less effort to hear during conversations, less concentration to hear and feeling significantly less tired by the end of the day.<sup>15</sup>

## Do Cochlear's latest sound processors make it easier to communicate with others?

Our latest sound processors\* allow you to stream phone and video calls directly to your sound processor\*\* (without the need to set-up additional accessories) allowing you to more easily connect with friends, family and colleagues. In fact, 88% of users were satisfied or very satisfied with their ability to talk on the phone with family and friends using Cochlear's latest sound processors.<sup>5</sup>

## What is the Nucleus Smart App and when would I use it?

The Nucleus Smart App allows you to view and adjust your new device's settings directly from a compatible smartphone.\*\*

- See the status of your device including low battery, the loudness of sound coming into your processor and sound processor status alerts
- Control the volume of your sound processor
- Switch between pre-set programs
- Find your sound processor if misplaced
- Track your hearing performance via Hearing Tracker
- Access Remote Support services

If you have a bilateral sound processor or just one with a compatible GN ReSound hearing aid on the other side,\* you can control and adjust both sides via the app either together or separately.

If you are a parent or a caregiver, you can pair your compatible device\*\* with the sound processor allowing you to monitor and control your loved one's device from your phone.

You can also perform a Sound Check via the Nucleus Smart App (for the Kanso 2 Sound Processor) or with a special adaptor and headphones (for the Nucleus 8 Sound Processor) to make sure that the microphones of the sound processor are functioning properly.

The Cochlear Nucleus 8 and Kanso2 Sound Processors are compatible with Apple and Android devices. The Cochlear Nucleus Smart App is available on App Store and Google Play. For compatibility information and devices visit [www.cochlear.com/compatibility](http://www.cochlear.com/compatibility).

## How does SmartSound iQ 2 technology work?

Every day you're moving through different hearing environments. Your sound processor should give you the best possible hearing, no matter where you are.

SmartSound iQ with SCAN automatically makes hundreds of decisions to optimise hearing performance each day so you don't have to, continuously detecting the sound environment you're in and switching different technologies on and off to help you hear your best in any situation.<sup>1</sup>

How it works:

- Dual microphones capture and filter sound
- The industry's first automatic scene classifier, SCAN, analyses your surroundings and identifies the listening environment as one of six scenes, such as speech, speech in noise, noise, wind, quiet or music
- The SmartSound iQ technology then automatically optimises the sound and adjusts the setting for different hearing conditions to provide you with the best hearing experience

The Nucleus 8 Sound Processor comes with even smarter, enhanced SmartSound™ iQ 2 with SCAN 2 technology.† As you move through the day, it senses changes in your listening environment and automatically adjusts to help deliver clearer sound.<sup>1-3,9</sup>

The Nucleus 8 Sound Processor features an improved ForwardFocus that more powerfully reduces background noise, so you can better hear the person in front.<sup>^,10</sup>

From work to school to home, the Cochlear sound processors automatically adjust to the listener's environment so they can be confident that they are hearing the best wherever they are.\*\*.1

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## How does the Kanso 2 Sound Processor stay on?

The Kanso 2 Sound Processor connects to the implant site via a magnet (just like the coil of the behind the ear processor). There is a variety of retention accessories available to reduce the risk of loss or damage if the processor detaches.

Accessories include:

- The Cochlear Safety Line Hair Clip connects to a Safety Line. It is a discreet retention option.
- Cochlear Safety Line reduces the risk of losing your sound processor. It connects to the socket of your Kanso 2 Sound Processor. Available in short, long and short loop.
- The Cochlear Headband has been designed to help keep the Kanso 2 Sound Processor more securely on your head. It can be worn with one or two Kanso 2 Sound Processors.

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## Can the device get wet or do I need to buy an Aqua+ Kit?

Our latest Nucleus sound processors\* are splash-proof, dust-proof and water resistant.†

With an Aqua+ silicone sleeve, our latest sound processors\* become waterproof and swimmable as well - you can submerge them up to 3 metres for up to 2 hours, so you can swim, snorkel or surf with confidence in the sea, lake, river or pool.

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## What additional accessories might I need?

Your upgrade order comes with a kit which includes everything you need to get started using your new sound processor, including rechargeable batteries, disposable battery cover, remote control, battery charger, dry & store unit, storage case, and much more.

Other optional accessories such as the Aqua+ (waterproof cover) are available via our Cochlear online store <https://store.mycochlear.com/store>.

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## How do I know which device will be right for me?

Choosing a new device can be overwhelming. Make sure that you choose the device that best fits your lifestyle and helps you reach your hearing goals. Your audiologist is well placed to help you make your decision and can arrange a pre-upgrade appointment to do an in-clinic trial, talk you through your options and complete any testing required to support your upgrade funding application.

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## Should I wait for a new device to be released before I upgrade?

This is a decision only you can make, but some things to consider might be:

- Age of your current processor – is it still under warranty?
- How long you may have to wait until the next model is released (Note: Cochlear is unable to provide insight into new product specifications or release timing without the product receiving regulatory approval).
- Upgrade eligibility cycle – if you upgrade now, when would you next qualify for a funded upgrade?



# Meeting with your hearing care professional

As you progress on your upgrade journey, having a consultation with your hearing care professional will be a vital step.

## Questions to ask your Audiologist

- |   |  |   |  |
|---|--|---|--|
| ? | Can you talk me through my upgrade eligibility?  | ? | Do you offer an in-clinic trial?   |
| ? | How long will it take to adjust to the new sound?  | ? | Does your clinic offer remote services via a Smart App?  |
| ? | Will I need to do more rehabilitation?   | ? | How do I apply for a funded upgrade?   |
| ? | Can you show me what the Nucleus 8 and Kanso 2 Sound Processors look like?                                   | ? | How does ForwardFocus work and how can it benefit me?  |
| ? | Can you please help me pair my GN ReSound hearing aid to optimise my bimodal hearing experience and control? | ? | Can you please help me download the Nucleus Smart App and show me how I can benefit from all the new technology? |

During your clinic appointment ask your clinician about the possibility of trialling the latest sound processor\* of your choice to see if it is a right solution for you. Consult your clinician for trial availability and terms and conditions.

For more information or assistance with your upgrade, email at [upgradesupportanz@cochlear.com](mailto:upgradesupportanz@cochlear.com)



# Hear now. And always

Cochlear is dedicated to helping people with moderate to profound hearing loss experience a world full of hearing. As the global leader in implantable hearing solutions, we have provided more than 650,000 devices and helped 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 next generation technologies. We collaborate with leading clinical, research and support networks to advance hearing science and improve care.

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

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‡ Cochlear Nucleus 8 Sound Processor and Kanso 2 Sound Processor are not compatible with N22 implants.

\* Cochlear Nucleus 8 Sound Processor, Cochlear Nucleus Kanso 2 Sound Processor

\*\* The Cochlear Nucleus 8 and Kanso 2 Sound Processors are compatible with Apple and Android devices. The Cochlear Nucleus Smart App is available on App Store and Google Play. For compatibility information visit [www.cochlear.com/compatibility](http://www.cochlear.com/compatibility).

^ ForwardFocus is a clinician-enabled, user-controlled feature.

~ Individual results may vary depending on type of implant, programming parameters and battery choice.

+ For compatibility information and devices visit [cochlear.com/compatibility](http://cochlear.com/compatibility) and [resound.com/compatibility](http://resound.com/compatibility)

# The Cochlear Nucleus 8 and Kanso 2 Sound Processor with Aqua+ is dust and water resistant to level IP68 of the International Standard IEC60529. The Nucleus 8 and Kanso 2 Sound Processor with Aqua+ can be continuously submerged under water to a depth of up to 3 metres for up to 2 hours. Refer to the relevant user guide for more information.

¥ When the technology becomes available for the Cochlear Nucleus 8 Sound Processor, a firmware update to your sound processor will allow you to connect to Bluetooth LE Audio compatible devices.

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.

Some people depicted in this brochure are models and are not cochlear implant system recipients.

In Australia, Cochlear™ Nucleus® implant systems are intended for the treatment of moderately severe to profound hearing loss. For Cochlear™ Nucleus® systems: This product is not available for purchase by the general public. For information on funding and reimbursement please contact your healthcare professional

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