

Cochlear™ Pairing Guide

for iPhone® / iPod touch® / iPad®

Symbols used in this document



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 (harm): Potential safety hazards and serious adverse reactions. Could cause harm to person.

Contents

About this guide	1
Pair your sound processor(s)	2
Bimodal pairing and verification.....	5
Pair your sound processor and hearing aid for bimodal control	6
Unpair your sound processor(s) and hearing aid..	11
Disable audio streaming	12
Other information	13

About this guide

This guide is intended to describe the pairing instructions with your iPhone®, iPod® touch or iPad® for hearing implant recipients and their carers for¹ :

- Cochlear™ Nucleus® 8 Sound Processors
- Cochlear Nucleus 7 Sound Processors
- Cochlear Nucleus Kanso® 3 Sound Processors
- Kanso 2 Sound Processors.

You can stream audio and control and monitor your sound processor(s) through the **Nucleus Smart App**, or hearing accessibility features in iOS.

To pair your sound processor for **bimodal** use with a compatible **ReSound hearing aid**², refer to page 5 for bimodal pairing instructions. You can self-manage using a single app the control of both your sound processor and ReSound hearing aid through the Nucleus Smart App and stream sound to both ears.

Further information

For more information on the app, please refer to the *Nucleus Smart App User Guide*.

For more information relating to the use of the sound processor and its accessories, please refer to your *Sound Processor User Guide*.

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

www.cochlear.com/

¹ Not all products are available in all countries.

² The Cochlear Nucleus Smart App is available on App Store. For compatibility information visit www.cochlear.com/compatibility

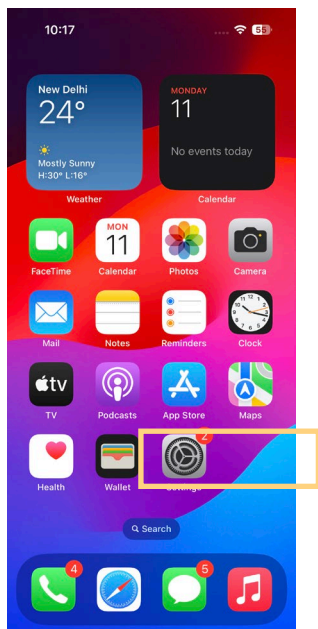
Pair your sound processor(s)



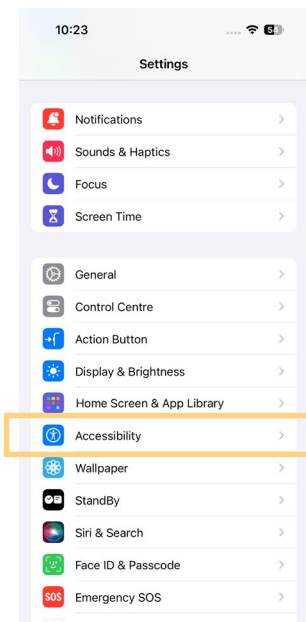
Note

- These instructions are for iOS 15 or later. Other versions of iOS may have slightly different screens.
- Before you commence, your clinician must program your hearing devices (sound processor(s) and hearing aid) and link them in the Cochlear fitting software.
- Some screens will show your name, sound processor model, or hearing aid model. Images shown here are of example screens only and may differ to what you see on your Apple device.
- If you have other sound processor(s) or hearing aid(s) already paired, you need to unpair them first. See page 11 for unpairing instructions.

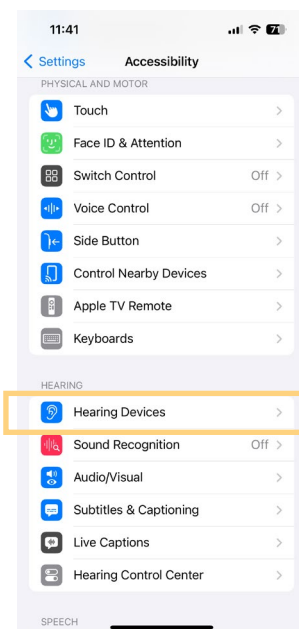
1. On your device, tap **Settings**.



2. Tap **Accessibility**.



3. Tap **Hearing Devices**.

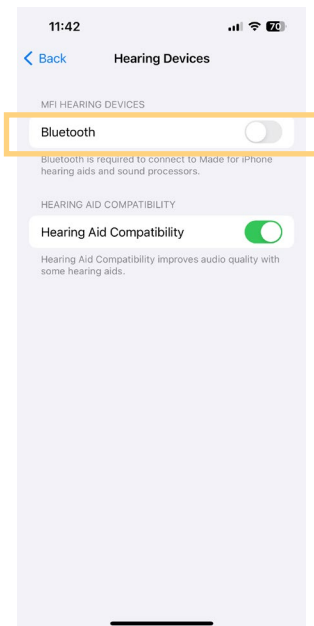


Note

If the **Hearing Devices** screen opens now, go to Step 4.

Pair your sound processor(s) (continued)

4. If **Bluetooth** is not turned on, tap **Bluetooth**.



5. Turn your sound processor(s) **OFF**, then **ON**.

If you have two sound processors, you will have to pair them at the same time. Turn OFF each sound processor, then turn ON each sound processor.

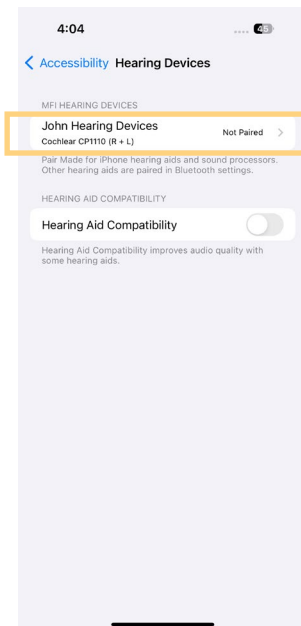
Your device searches for your sound processor(s) ...



Note

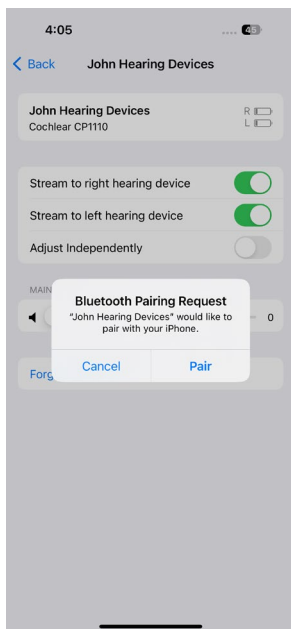
If you use a **sound processor** and a compatible **hearing aid**, you can also pair both of them in this way.

6. Select your hearing device name when it displays on screen.



Pair your sound processor(s) (continued)

7. Tap **Pair** to confirm pairing.
If you have two sound processors, you will see this message twice.



8. Wait for the pairing indicators on your sound processor. Pairing can take up to 2 minutes.

Finish pairing is indicated by:

Blue flash for 4 seconds



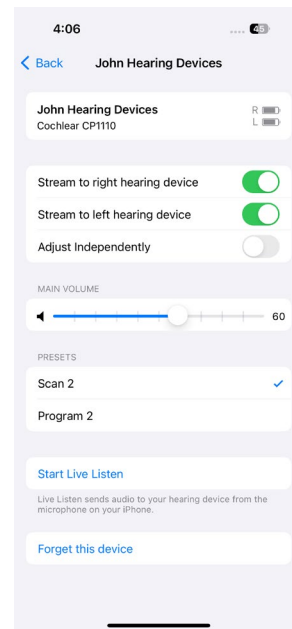
Ripple tone



Note

Do not start to stream audio until pairing is finished.

9. Successful pairing!



Now you can set up and use the features on the **Nucleus Smart App**! Refer to *Nucleus Smart App User Guide* for details.



Note

- **Radio interference:** when trying to pair or connect your sound processor with your iPhone, iPod touch or iPad, you may experience interference from some devices, for example, microwave ovens, wireless routers or TV streamers. If this happens, move away from the device and try again.
- **Pair with multiple Apple devices:** you can pair your sound processor with up to 5 compatible Apple devices, but you can only control it from one Apple device at any time.

Bimodal pairing and verification

You can self-manage both your sound processor and ReSound hearing aid for bimodal control **using the Nucleus Smart App**.

You must **first pair your sound processor** ready for bimodal control with a compatible ReSound hearing aid¹:

1. **Unpair** any sound processor(s) or hearing aid(s) already paired to your Apple device. Refer to *Unpair your sound processor(s) and hearing aid* on page 12.
2. **Pair your sound processor** with your Apple device. Refer to *Pair your sound processor* on page 4 for pairing instructions.

The instructions on the following pages of this guide will then show you in the Nucleus Smart App how to:

1. **Pair your ReSound hearing aid** with your Apple device.
2. **Verify your sound processor and ReSound hearing aid** to start using bimodal control on your Nucleus Smart App.



Wireless Devices

Any wireless device needs to be paired with each hearing device (sound processor and hearing aid) separately to manage it using the Nucleus Smart App.



Note

If the wireless device(s) is not displayed for your hearing aid, you will need to restart your hearing aid by turning it **OFF** then **ON**.

¹ For compatibility visit www.cochlear.com/compatibility

Pair your sound processor and hearing aid for bimodal control

Open the Nucleus Smart App. The bimodal onboarding screens will guide you through the detailed pairing and verification process.

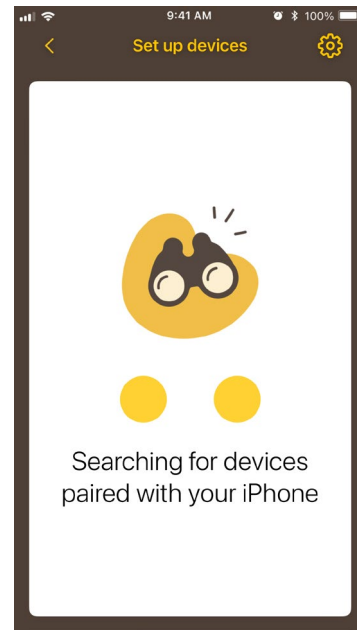
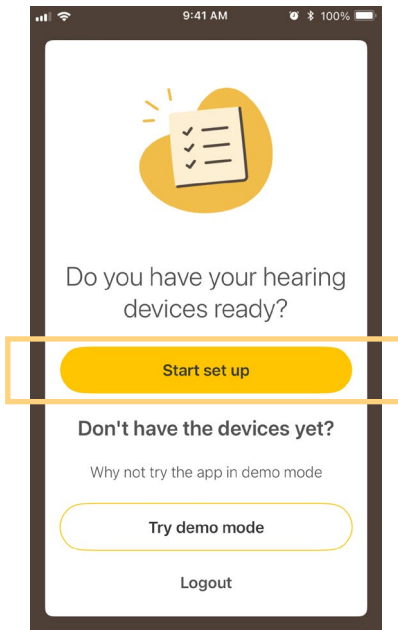
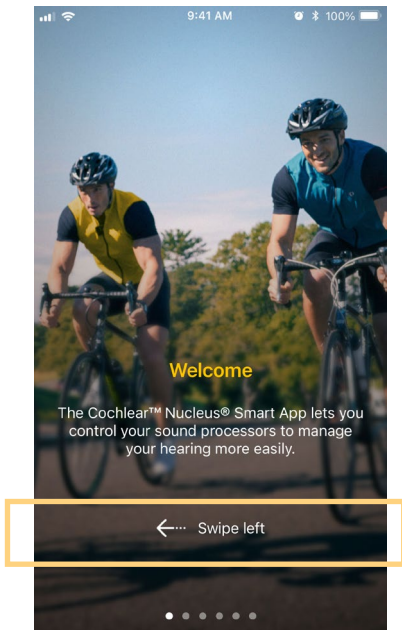


Note

For Apple devices, you can pair your hearing devices (sound processor and hearing aid) in any sequence.

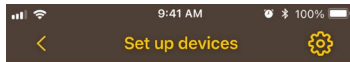
1. Follow the **Welcome** screen instructions:
 - Get started
 - Select your account type
 - Log in with your secure Cochlear Account or Create a new account
2. Have your sound processor and your hearing aid nearby **ready** (charged and turned on) to start the bimodal process.

If Bluetooth is not turned on, select it now.
Tap **Start set up**.
3. Your Nucleus Smart App will **search for the hearing devices** paired with your Apple device.



Pair your sound processor and hearing aid for bimodal control (continued)

4. The Nucleus Smart App will **connect to the hearing devices** shown on your screen that are paired with your Apple device.



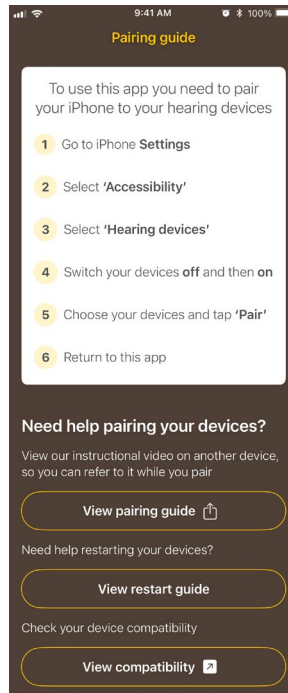
Connecting to processors

Checking device last known settings...

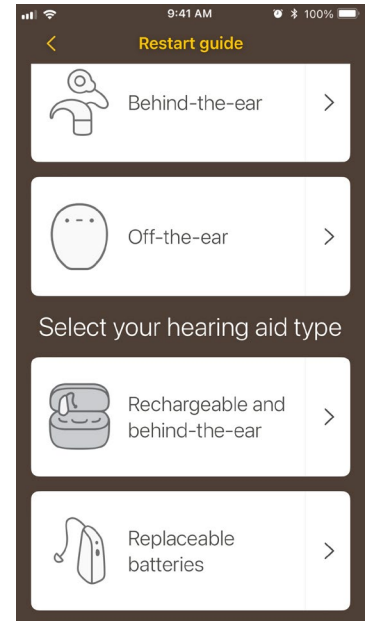
Checking devices' last known settings
This may take up to 30 seconds

5. If your **hearing devices are successfully connected** to your Apple device, proceed to **Step 11**.

If your **hearing devices are not detected**, you will need to first follow the 'Pairing Guide' screen instructions. Proceed to Step 6 in this guide.



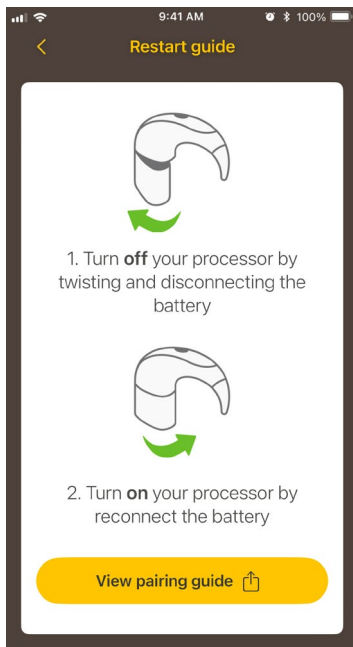
6. **Select** your sound processor type.
Select your hearing aid type.



Pair your sound processor and hearing aid for bimodal control (continued)

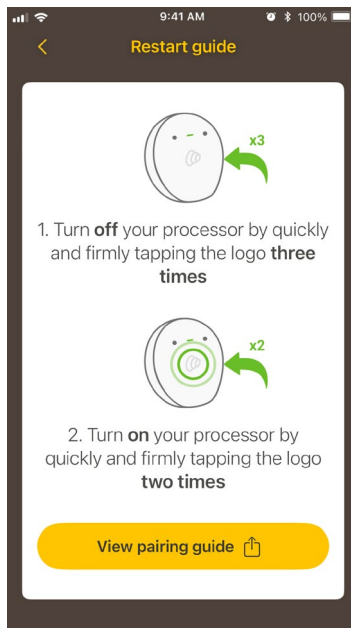
7. If you have a **behind-the-ear** sound processor, turn **OFF** your processor by disconnecting the battery

Turn **ON** your sound processor by reconnecting the battery.



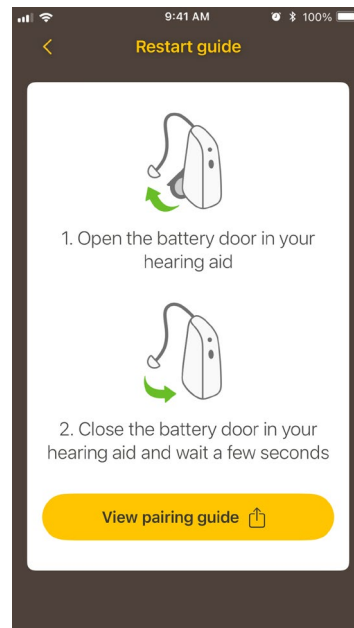
8. If you have an **off-the-ear** sound processor, turn **OFF** your sound processor by tapping three times.

Turn **ON** your sound processor by tapping two times.



9. If you have a **replaceable** battery hearing aid, turn **OFF** your hearing aid by opening the battery door on your hearing aid.

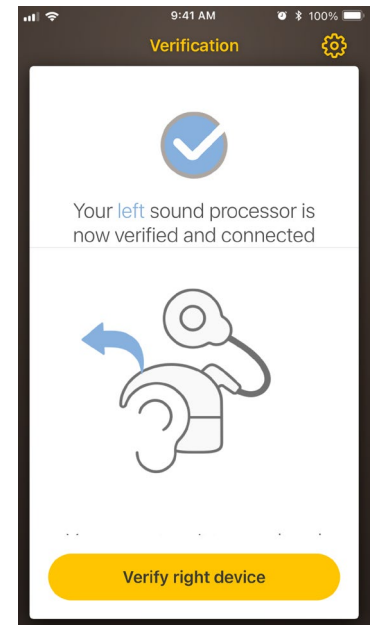
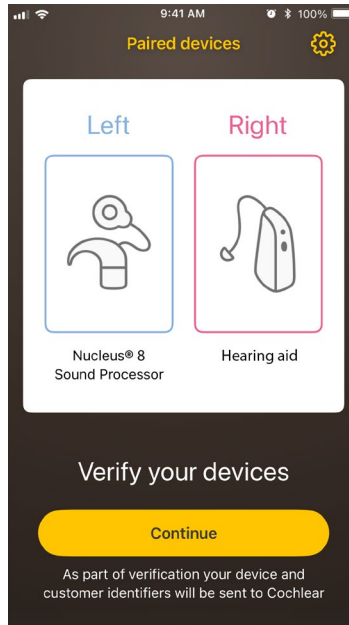
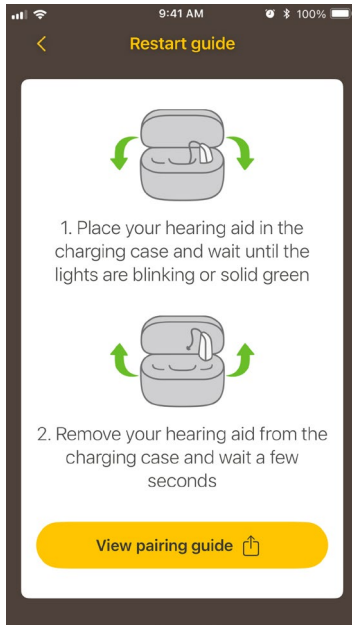
Turn **ON** your hearing aid by closing the battery door and waiting a few seconds.



Pair your sound processor and hearing aid for bimodal control (continued)

10. If you have a **rechargeable** battery hearing aid, follow the Restart guide screen instructions.
11. Select **Continue** to verify the paired hearing device(s) shown on the screen.
12. Follow the **Verification** screen instructions to **verify your sound processor**.

If the verification is **not successful**, it will display an error.
The app will continue to support your sound processor (in unilateral mode).

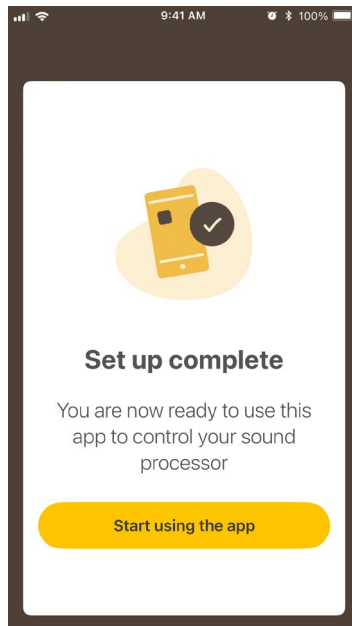
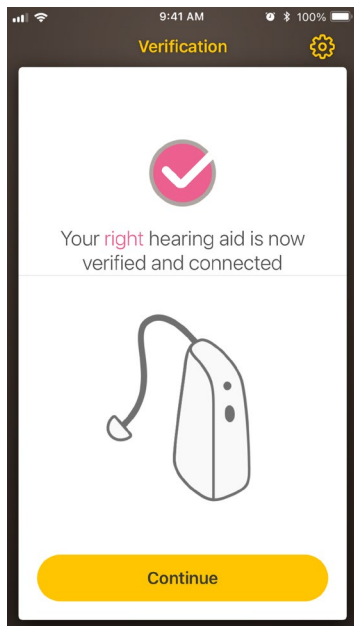


Pair your sound processor and hearing aid for bimodal control (continued)

13. Follow the **Verification** screen instructions to **verify your hearing aid**.

If the verification is **not successful**, it will display an error.
The app will continue to support your sound processor (in unilateral mode).

14. You are now ready to use your **Nucleus Smart App** to control your sound processor and hearing aid together.



Unpair your sound processor(s) and hearing aid

If you change your sound processor(s) or hearing aid, 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** the old sound processor(s):

1. Navigate to *Settings > Accessibility > Hearing Devices* (refer to page 4)
2. Select the paired sound processor(s)
3. Tap **Forget this device** to unpair the sound processor(s)
4. Turn OFF your sound processor.

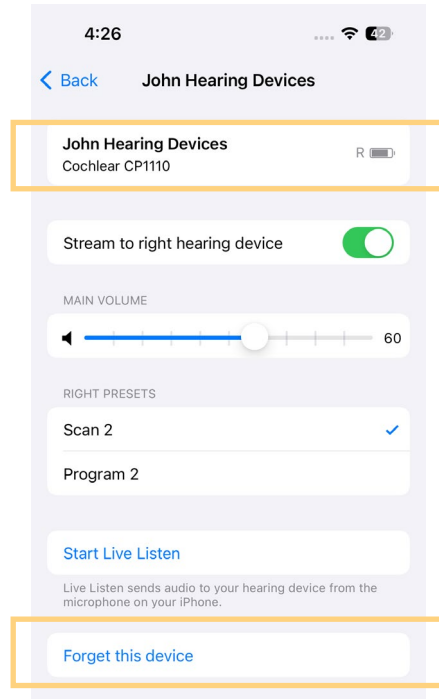
For **bimodal use**, you will need to:

1. Unpair the sound processor
2. Unpair the hearing aid
3. Pair the sound processor and hearing aid.



Note

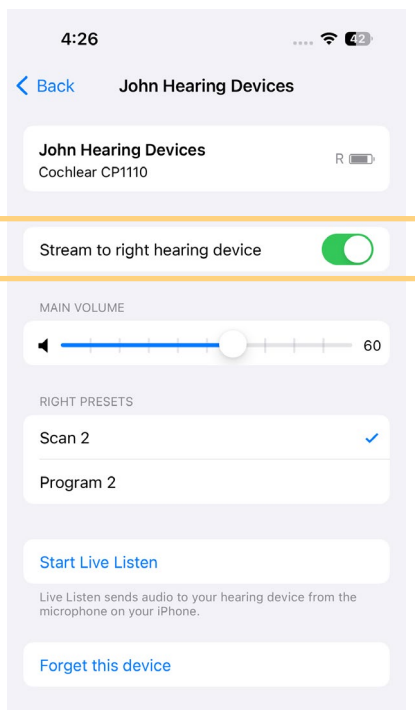
- If you have two sound processors paired to your iPhone, iPod touch or iPad, both will be unpaired.
- If you receive a new hearing aid, you will need to contact your clinician to configure the new hearing aid, and then follow the above steps for bimodal control.



Disable audio streaming

To disable audio streaming:

1. Navigate to *Settings > Accessibility > Hearing Devices* (refer to page 4).
2. Tap **Stream** to hearing device to disable streaming to your sound processor(s).



Other information

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Hear now. And always

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