



Cochlear®
Hear now. And always

Enrich every moment

**Getting started and
your lifetime of hearing:
Cochlear™ Nucleus® 8
Sound Processor**



A photograph of a young man and woman walking together in a field of tall, golden grass. The woman is in the foreground, smiling and looking down. The man is behind her, also smiling and looking towards her. They are both dressed in casual, outdoor-style clothing. The background shows a clear blue sky and a distant horizon line.

You are part of the Cochlear community of more than 650,000 recipients around the world.

Whether you are just starting your hearing journey or have been with Cochlear for many years, we recognize that learning about and adjusting to your new sound processor is exciting, but can also feel overwhelming. This brochure will guide you through getting started with your new device, as well as provide information to help you navigate your hearing journey.

No matter where you are on your hearing journey, rest assured we will be with you every step of the way.

Your hearing timeline

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Annual check-up and external sound processor upgrade information

- Learn about options and how to prepare

Lifetime of hearing

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- Cochlear services
- New technology

First day

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First 5 days

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- Learn about direct streaming
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- Understanding your warranty
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First 3 months

1 year

Annual check-ups

- Years 1–4

5 years

Upgrade external sound processor

- No surgery needed

6 years



After surgery

Surgery is over and now you're looking forward to getting your external sound processor—the next step in your hearing journey. Together with your clinician, Cochlear is your life-long hearing partner and so we'd like to help you, or your child, recover well and prepare for an exciting new world of sound.



Recovering from cochlear implant surgery

Heading home

Your surgeon will advise you of the appropriate time needed for recovery. You or your child will probably be sent home with a bandage covering the implant site. Recovery instructions will include how to care for the bandage and incision site, possible activity restrictions and any medication prescriptions.

Recovery time for adults

Typically, your surgeon will recommend a recovery period before you receive your external sound processor.

Many people are back to their regular routine within a few days after surgery, even if they are yet to receive their sound processor. However, you may want to give yourself at least a week to recover and adapt before returning to work and normal activities. The amount of time off work you require may depend on the type of work you do, so be sure to explain your role and responsibilities to your doctor.

Doctors often advise against lifting even moderately heavy weights in the days right after surgery. Talk to your medical team about how much activity is safe for you or any other specific questions you may have about your recovery.

Recovery time for children

This post-surgery period is a time for your child to rest. Every child recovers at a different pace and the care they need will vary, depending on their independence and lifestyle.

Most children can go back to day care or school one week after surgery, even if they are yet to receive their sound processor. Talk to your doctor about how much activity is safe for your child and when they can start participating in sports again.



Helpful hints to make your first few days after surgery a little easier

- You or your child may have a bandage over the incision site. The doctor may advise you to inspect the bandage after 24 hours and tell you when it's okay to remove the dressing.
- Prepare soft food meals to eat in case of jaw or stomach sensitivity. Examples may include yogurt, soup, gelatin, ice cream, rice, noodles, scrambled eggs or protein shakes.
- Ask the doctor if they advise sleeping with the head elevated to help alleviate swelling.
- If it's your child who has undergone implant surgery, they may want to rest for the first few days. Otherwise encourage quiet indoor play.
- Follow all the doctor's instructions, including making sure you or your child takes medication exactly as directed. Consult with the medical team on any possible side effects.
- Check with the surgeon about bathing and when you can start washing your own or your child's hair.
- During the recovery period, it's best to avoid blowing your nose, or remind your child not to blow their nose. If you really need to, blow very gently.
- Follow-up care is a critical part of your own or your child's treatment. Make sure you attend all the appointments and call your doctor if you have any questions or concerns.

Learn about your sound processor and prepare for activation

While you or your child are recovering from surgery you may be interested to learn more about your new hearing device. We invite you to look ahead in this brochure and explore some of the online videos to get a jump start with your hearing at www.cochlear.us/n8devicesupport.

You or your child can also prepare for the activation appointment during recovery so you will be ready for the audiologist to activate the Nucleus® 8 Sound Processor.

Before the activation appointment

Check with the surgeon as to when it would be best to schedule activation with the audiologist.

If you or your child were using two hearing aids prior to unilateral implant surgery, the audiologist may recommend continuing to use the hearing aid in the non-implanted ear.

Getting ready for activation just takes a few simple steps

1. Charge the sound processor battery
2. Download the Nucleus® Smart App* from the Apple App Store® or Google Play® and follow the prompts to create a free Cochlear Account
3. If you prefer you can also create a Cochlear Account by visiting www.cochlear.com/us/family



Note: If your clinician has not yet registered your device, you may not have full access to all your account benefits.

Keep in mind that account creation is a two-step process. Once you create an account, you will need to complete the registration process by clicking on the verification email you receive.

Write down the login you used for the new account, this will be the login for everything Cochlear—Cochlear Family, all Cochlear Apps and the online Cochlear Store email you receive.

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

What to expect at your activation appointment

At your activation appointment

The audiologist will adjust the settings on you or your child's sound processor to individual needs. The process starts with listening to a series of beeps and then the voices of the audiologist and others in the room.

Some sounds may be louder than others; this is expected, but make sure to let your audiologist know if you are uncomfortable or encourage your child to do so. Your audiologist will explain the components of the sound processor and possibly some of the accessories.

Learning to hear with this new device will take time and you or your child will need to practice listening as much as possible. Be patient. You or your child's brain will need time to interpret new sounds and for adults, many sounds you may not have heard in a long time.

For the first year after activation, you will most likely have a series of appointments with the audiologist to fine tune the sound processor's settings to help ensure optimal hearing performance.



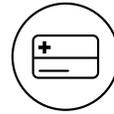
Go to **App Store®** or **Google Play®** to download the app and follow the prompts to create an account



Getting the most important information

It's important to get to know how to use and care for your new hearing solution. Cochlear provides information about your implant, including safety instructions and cautions relating to device function and use; environmental conditions; and medical treatments.

These details are provided in the user guides and product information supplied with your implant. Your medical team may have provided you with these printed materials. If not, you can also find the information online at www.cochlear.us/nucleus8guides.



Patient Implant Card

Your Patient Implant Card should be given to you at the time of your surgery by your medical team, together with a sleeve printed with other important information.

The Patient Implant Card has information about your implant, including:

- model description which describes which implant(s) you have received
- serial number
- unique device identifier

Prior to receiving any medical treatment, it is important for any healthcare professional to know you have a cochlear implant and be provided with the details of your implant as set out on your Patient Implant Card.

You should keep your Patient Implant Card in a safe place and make a copy of the details, for example by photocopying or photographing it with your smartphone, in case of loss or theft.

If you need further details about your implant, you can also ask your audiologist.



MRI information sleeve

The Patient Implant Card is provided with a sleeve that has important information about MRI (Magnetic Resonance Imaging). MRI continues to be a common diagnostic tool used in many therapeutic areas.

Recipients of the current generations of Cochlear™ Nucleus® implants can get an MRI scan. However, as conditions may differ depending on the type of implant, you must talk with your healthcare professional about the information at www.cochlear.com/mri before proceeding with the recommended MRI scan.

MRI scans performed under conditions other than those provided in the Cochlear MRI Guidelines may result in severe patient injury or device malfunction.

Learn device basics



Learn the Cochlear™ Nucleus® 8 Sound Processor device basics



Nucleus 8 Sound Processor components

- | | |
|-------------------|--------------------|
| 1 Microphones | 6 Battery Module |
| 2 Coil | 7 Serial Number |
| 3 Magnet | 8 Control Button |
| 4 Coil cable | 9 Earhook |
| 5 Processing Unit | 10 Indicator light |

Batteries

Lock/unlock battery

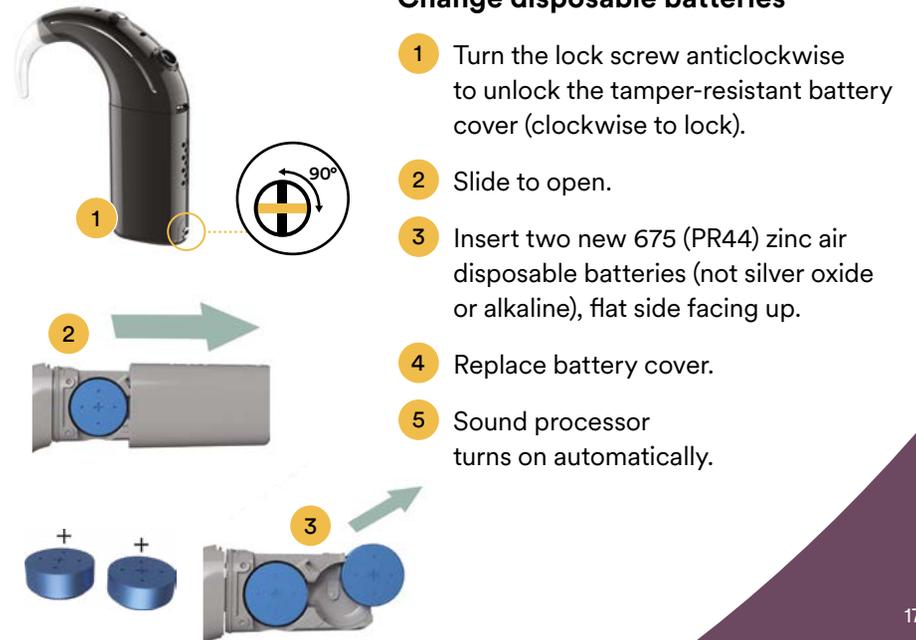
Lock the battery to the processing unit for tamper resistance.



Remove/attach battery



Change disposable batteries



Be sure to check out our helpful videos at
www.cochlear.us/n8devicesupport



Wear your sound processor



1 Place the sound processor on your ear, letting the coil dangle.



2 Move the coil sideways and onto your implant.

Caution

If you have two implants, you must use the correct sound processor for each implant.

Turn on and off



To turn on:
Connect battery, or
Short-press button.

To turn off:
Disconnect battery, or
Press and hold button for 5 seconds,
until it turns off.

Note: If you do not connect the sound processor to your implant, it will turn off automatically after two minutes, if enabled by your clinician.

Change program



Short-press button to change program.

Number of beeps or **green** flashes (if set up by your clinician) indicates the program number.

Stream audio



Press and hold button for 2 seconds **then release** to stream audio.

Blue: streaming audio from telecoil/wireless accessories.

Green: receiving sound from microphones.

Press and release again if you need to cycle to another audio source:

First Press	Telecoil (if set up)
Second Press	First paired wireless accessory
Third Press...	Next paired wireless accessory

Short-press button to stop streaming and return to previous setting.

Indicator lights

Everyday use

Light	What it means
	Sound processor flashes while receiving sound from microphones (Child mode only)
	Turning on and changing programs. Number of flashes indicates the number of the current program.
	Sound processor flashes while receiving sound from audio source. (Child mode only)
	Turning off sound processor

Alerts

Light	What it means
	Sound processor flashes while coil is off (or connected to the wrong implant).
	Sound processor battery is empty. Change battery.
	Fault. Contact your clinician. Stays on until the issue is resolved.



For more information on how to use your Nucleus 8 Sound Processor, see the Sound Processor User Manual

Caring for your device

Regular care

Caution

- Do not use cleaning agents or alcohol to clean your sound processor or accessories.
- Turn your sound processor off before cleaning or performing maintenance.

Every day

- Check all parts and any accessories you use (e.g. Snugfit, SoftWear pad) for dirt or moisture. Wipe the processing unit, coil, cable, earhook and accessories with a soft dry cloth. (You can leave accessories on the processing unit while cleaning.)
- Keep your sound processor free from moisture by drying it every night in your dry aid kit.
- Remove the battery module and make sure all the contacts are clean. Carefully tap or blow on them to remove any dirt. Wipe the contacts with a soft dry cloth.
- Keep accessories clean. Blow on connectors to remove any dust and clean accessories with a soft dry cloth.
- Check the microphone protectors for signs of dirt or grime and replace if needed.

Every month

- Check if earhooks or retention accessories are becoming loose or showing signs of wear. Replace as needed.
- Replace a SoftWear pad (if used) if it is worn or damaged, or has accumulated dirt or moisture that cannot be wiped off. If you have any problem with comfort, that is not helped by changing the SoftWear pad, contact your clinician.
- If you use disposable batteries, check if the battery cover is becoming loose. If it is, replace the Cochlear Battery Holder.

Every two months

- Replace the dry brick in your dry aid kit.

Every three months

- Replace the microphone cover—this is very important for the quality of sound.

Wearing options

Retention and wearing accessories

If you would like additional retention options with your Nucleus 8 Sound Processor, check out the options available to you.



Cochlear Tamper Resistant Earhook is an accessory for young children that secures the earhook to the sound processor.



Cochlear Hugfit™ holds a child's sound processor in place more securely than an earhook alone.



Cochlear Snugfit can be used to help hold your processor in place more securely when active.



Cochlear Koala Clip allows the sound processor to be attached to a child's clothing until they can wear their processor on their ear.



Cochlear Safety Cord clips to clothing so wearers are less likely to lose their sound processor.

Find all retention and wearing accessories at [cochlearstore.com](https://www.cochlearstore.com)



Hearing at the next level

Now that you are comfortable hearing with your new device and understand its basic functions, explore some of the additional features of your sound processor.

Learn about direct streaming

Connect with the people you love, listen to your favorite music or make a call for work all by sending the sound directly from your compatible smartphone* to your sound processor. Visit www.cochlear.us/n8devicesupport to learn how to enable streaming on your device.

Explore your True Wireless™ accessories

You can pair your sound processor with our True Wireless accessories to help you hear your best in a variety of environments.

These accessories include:



Our library of helpful videos will walk you through the pairing process step-by-step to ensure you are easily able to pair all your favorite accessories.

Pairing your sound processor with your compatible smart phone

If you haven't already done so, download the Nucleus Smart App* from the Apple App Store or Google Play.

Open the Nucleus Smart App and follow the steps below to pair your device with your smartphone to control your device settings and functions.

To pair with a compatible Apple® device:

- 1 Turn the sound processor off by pressing and holding the button for five seconds.
- 2 On your Apple device, go to 'Settings' - 'General' - 'Accessibility' - 'Hearing Devices.'
- 3 Turn your sound processor back on again. When it appears on your phone screen, select the name of your sound processor and tap 'Pair.' Once paired your sound processor LED will flash blue.
- 4 If you have two sound processors, both must be paired during the same pairing window.

To pair with a compatible Android™ device:

- 1 Open the Nucleus Smart App and follow the prompts on the screen. Be sure to allow location access when prompted.
- 2 When prompted, turn the sound processor off by pressing and holding the button for 5 seconds. Then turn your sound processor back on.
- 3 When your sound processor displays on the screen, tap once to begin pairing and continue to follow prompts until set up is complete. If you have two sound processors, both must be paired during the same pairing window.



Pairing your device with the optional remote control

- 1 Turn off the remote control and the sound processor by pressing and holding the button for five seconds. Then turn back on your remote control and sound processor.
- 2 Place the coil on the back of your remote control.
- 3 The remote control will show pairing in progress. If you have two sound processors, repeat these steps for your second sound processor. The sound processor will flash green and the remote control will display the program number and loudness to confirm pairing was successful.



Note: If you prefer not to use the Smart App, you can use the remote control to activate streaming or change programs.



For more on pairing your device, visit www.cochlear.us/n8devicesupport

Learn about Cochlear Family support and resources

The Cochlear Family program provides resources and tools to help you throughout your hearing journey. It is the main resource for your personal equipment information, hearing therapy tools and many other support materials.

After Cochlear Account registration and your clinician registers your device, you are a member of Cochlear Family with access to all the resources Cochlear offers.

Cochlear Family benefits:



myCochlear: personalized web pages with your equipment and warranty information.



Service plans: see the status of your warranty.



Cochlear Family Newsletter: distributed via email monthly and includes resources, tips and stories from recipients.



Exclusive promotions: learn about exclusive promotions before anyone else.



Cochlear Online Store: visit the store 24/7 by logging in to purchase accessories, maintenance items and more!



Access the resources
available to you by visiting
www.cochlear.com/us/family





Rehabilitation resources

The day your implant is activated is an important milestone in your hearing journey, and our rehabilitation resources are designed to help you reach your hearing goals today and into the future.

Explore and you will find real world practical tips and exercises to help you feel successful during your daily activities, gain confidence talking on the phone, reconnect to music and more!

Visit www.cochlear.us/hearingrehab
for Hearing Therapy Resources



Additional resources



Cochlear CoPilot

Build knowledge and listening skills with our innovative aural rehabilitation app made for iPhone®. Download for free from the Apple App Store.



Bring Back the Beat™ App

The app provides five different activities ranging from simple to complex for improving music appreciation, pitch perception and reconnecting to the joy of music. (Download from iTunes Store® or Google Play. The app uses your Cochlear account login.)

www.cochlear.us/beat



Adult Home-Based Hearing Therapy Manual

Practice your listening skills at home with a partner using the exercises in this booklet. It can be found in the materials you received with your sound processor.

www.cochlear.us/myrehab



Telephone with Confidence

A resource that is easy to access on our website or within the Cochlear CoPilot app. Practicing with this tool can help you gain confidence talking on the phone.

www.cochlear.com/us/telephone



Understanding your warranty

Enjoy peace of mind knowing your new Nucleus 8 Sound Processor is covered by Cochlear's Global Limited Warranty. In the event something should happen to your device during the warranty period, it will be repaired at no cost to you.

Should your sound processor turn up missing, first try to locate the sound processor using the find my processor function in the Nucleus Smart App.* If you cannot find the sound processor, rest assured your warranty includes one-time coverage for loss. You can replace it once, completely free of charge while the sound processor is under warranty.

For more information, check the warranty card included in your kit. Once you have created a Cochlear Account you can log in and see the warranty expiration dates on your sound processor and accessories.

Insurance

Cochlear provides direct insurance billing support for many major private insurance plans, Medicare, Medicaid** (including HMOs) and Tricare for repairs, parts and accessories. Cochlear's full-service billing support is available for recipients who are covered under one of the plans with whom Cochlear is contracted.

Health plans have their own definitions of what is considered medically necessary, but typically includes anything that improves your hearing, or is required for the device to function.

Replacement parts and accessories can be ordered by calling Cochlear or visiting the online Cochlear Store, where you can initiate an order and bill it to your insurance.



Learn more about Reimbursement and Insurance Services at www.cochlear.com/us/insurancesupport

* For compatibility information visit www.cochlear.com/compatibility

** Covered for Medicare beneficiaries who meet CMS criteria for coverage. Coverage for adult Medicaid recipients varies according to state specific guidelines. Contact your insurance provider or hearing implant specialist to determine your eligibility for coverage.

Cochlear services and support

Cochlear is with you at every step of your hearing journey. We offer services to help support you and enrich every moment life has to offer.

Device Support – If you need device support related to your sound processor, Smart App or accessories, visit Device Support to view a library of helpful videos and tools.

www.cochlear.us/n8devicesupport

Troubleshooting – If you are experiencing difficulties with your sound processor, many issues can be fixed using our troubleshooting resources. If the troubleshooting tips do not resolve your issue and your sound processor is under warranty, you are able to place an online service request.

support.cochlear.com

Remote Check* – When scheduled by your clinician, 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.

Remote Assist* – When scheduled by your clinician, Remote Assist allows pre-scheduled video calls with your clinician so you can attend appointments remotely.

Hear & Now – Follow our blog with stories and resources especially for recipients.

www.hearandnow.cochlearamericas.com

Find a Clinic – Instantly find clinics near you that provide hearing implants and request an appointment right from the site.

www.cochlear.us/findaclinic

Cochlear Family account – Keep your information current to receive important updates.

www.cochlear.com/us/family

Social Media – Follow us for current information, inspirational stories and more.



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

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.

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

The Nucleus 8 Sound Processor is compatible with the following Nucleus Cochlear implants: *CI600 Series Implants* [CI612, CI622, CI624, CI632]; *CI500 Series Implants* [CI512, CI513, CI522, CI532, CI551, ABI541]; *CI24RE Series Implants* [CI422, CI24REH (Hybrid L24), CI24RE (CA), CI24RE (ST), CI24RE (CS), CI24RES (Hybrid S8 (CI8REH), Hybrid S12 (CI12REH))]; *CI24R Series Implants* [CI24R (CA), CI24R (CS), CI24R (ST)]; *CI24M Series Implants* [CI24M, ABI24M, CI 11+11+2M, CI24MH (CI6+16+2M)].

The Cochlear Nucleus 8 Sound Processor is compatible with Apple and Android devices. For compatibility information visit www.cochlear.com/compatibility.

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

For complete smartphone compatibility information, please visit www.cochlear.com/compatibility.

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