

Cochlear™

Remote Control

User Guide

CR310

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.

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Introduction

About this guide

This guide is intended for hearing implant recipients and their carers using the Cochlear™ Remote Control (Model CR310) with their sound processor. This guide can also be used as a reference by hearing care professionals.



Note

- Refer to the Warnings section for cautions and warnings relating to the use of the Remote Control and batteries.
- Please also refer to your ***Important Information for Recipient*** document for essential advice that applies to Cochlear implant systems.
- Not all products are available in all countries.

Remote Control (CR310)



Other indicators on your remote control



The Remote Control (CR310) is a hand-held device for controlling the commonly used functions of your sound processor.

The remote control allows you to:

- Change programs
- Turn volume or sensitivity (if available) up and down
- Control audio streaming from True Wireless™ Devices
- Turn telecoil on and off¹.

If you have two sound processors (bilateral) from the list in *Indications* on page 5, your remote control can communicate with both sound processors at once.

1 Nucleus® 8 Series and Nucleus 7 Series Sound Processors only. Kanso® 3 and Kanso 2 Sound Processors, to use telecoil you need a Mini Microphone 2+.

Intended purpose

The remote is intended to be used to control the normal operating functions of a processing unit as part of a hearing implant system.

Indications

The Cochlear Remote Control (Model CR310) is indicated for Cochlear Nucleus implant recipients with a compatible Cochlear sound processor. Compatible Cochlear sound processors are as follows:

- Cochlear Nucleus 8 Sound Processor
- Nucleus 7 Sound Processor
- Nucleus 7 SE Sound Processor
- Nucleus 7 S Sound Processor
- Cochlear Nucleus Kanso 3 Nexa™ Sound Processor (Model: CP1175)
- Cochlear Nucleus Kanso 3 Sound Processor (Model: CP1170)
- Kanso 2 Sound Processor.

Contraindications

The Cochlear Remote Control (Model CR310) is not indicated for use with sound processors other than those listed in *Indications*.

Intended patient population

The Cochlear Remote Control (Model CR310) is intended for patients with a compatible Cochlear sound processor. There are no restrictions for the intended patient population of the Cochlear Remote Control (Model CR310) in terms of age, weight, health or other condition.

Benefits

The Cochlear Remote Control (Model CR310) operates in conjunction with a compatible Cochlear Nucleus implant system. Potential benefits of receiving a Cochlear Nucleus implant system include:

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

Intended users

Intended users of the Cochlear Remote Control are:

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

Change the battery

Change the battery whenever you see the low battery indicator, or if the display stays blank when you try to turn the remote control on. A battery should last up to three months (if the remote control is used about 15 times a day).



Warning

Swallowing Lithium batteries may lead to serious injury or death. If swallowed, immediately go to a hospital emergency room. Keep out of reach of children. Keep in original packaging until ready to use. Dispose of used batteries immediately.



1. Unlock the battery cover by turning the screw anticlockwise with a small Phillips head (cross-head) screwdriver.



2. Slide off the battery cover and remove the battery.



3. Insert the new battery. Make sure the plus sign "+" is facing up. Take care not to damage the battery contacts.



Caution

Use ONLY disposable CR2032 or 5004LC 3V standard lithium coin cell batteries in your remote control. NEVER use rechargeable coin cell batteries or other battery types.



4. Replace the battery cover, bottom edge first.



Note

When closing the battery cover ensure fingers are clear to avoid pinching the skin.



5. Lock the battery cover in place by turning the screw clockwise with a small Phillips head screwdriver until tight.

Turn on

Slide the switch up to turn on.



When the switch is in the up position, the remote control will “go to sleep” when not in use.

Press any button to “wake” it again.

Turn off

Slide the switch down to turn off.



Tip

Turn off your remote control to stop it "waking" when not in use, for example, when carried in your pocket.

Out of range



If your sound processor is out of range or experiencing interference, the remote control displays dashes (shown at left).

Pair

Pairing allows two devices to communicate with each other. Your clinician may have already paired your remote control with your sound processor. If not, you will need to pair it the first time you use it.



If your remote control is not paired to any sound processor, it displays dashes (shown left) and "blinks" when you press buttons.

Pair your sound processor and remote control

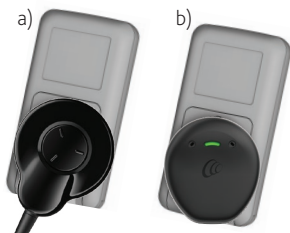
1. Turn off your sound processor and remote control.



2. Turn on your sound processor and remote control. They must both be "awake" and on at all times while pairing.



3. Depending on the type of sound processor you have, place either
- a) the coil, or
 - b) the sound processor
- on the back of your remote control.



4. The remote control will show pairing in progress.



5. The remote control then shows successful pairing of either left (L) or right (R) sound processor.

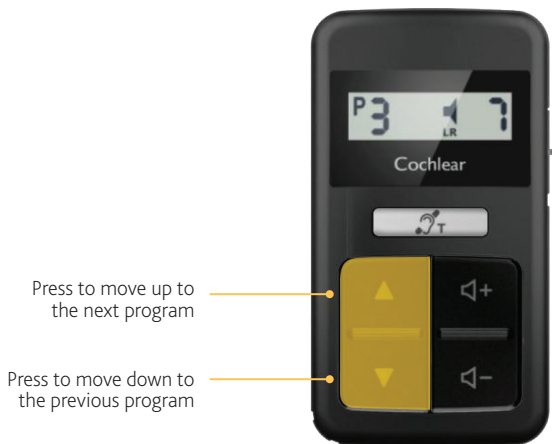


6. If you have two sound processors (bilateral), repeat steps 1 to 5 for the second sound processor.



Change programs

Your clinician may program your sound processor with up to four programs which you can choose with your remote control.



Control two sound processors

If you have two sound processors from the list in *Indications* on page 5, your remote can control both at the same time.

If your sound processors have different settings (perhaps because you adjusted one using the sound processor button), the remote will display the program and volume/sensitivity settings for the left sound processor. If either sound processor has telecoil or wireless device turned on, the remote will display the relevant indicators.

Display current settings

When you turn on your remote, it always displays the current settings (for example, volume), even if you have adjusted those settings using the sound processor button (or the Nucleus Smart App), while the remote was off.

Adjust volume or sensitivity

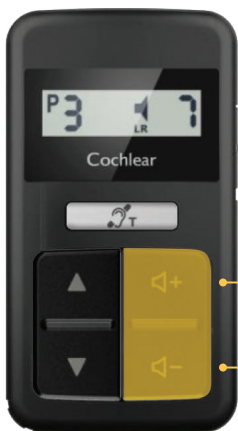
Usually, your clinician will set up your remote control to adjust the volume of the sound you hear. But your clinician can set it up to adjust sensitivity instead (if available).



Caution

If you are adjusting volume settings often or if adjusting volume levels causes discomfort, consult your clinician.

Volume is the level of sound you hear. Sensitivity is the range of sounds you hear, for example, soft, background, close or far away. You can set Volume up to level 10 or Sensitivity up to level 21.



Press to turn up the volume or sensitivity

Press to turn down the volume or sensitivity

Wireless devices

If you use Cochlear True Wireless™ Devices with your sound processor, your remote control can be used to control the wireless device and monitor its status.



Note

Before you can stream audio, you must first pair the wireless device to your sound processor. Refer to the ***True Wireless Accessories User Guide*** for details.

To use a Mini Microphone or TV Streamer



1. To start streaming audio, press and hold the telecoil button for 2 seconds, then release.
The accessory icon will appear.



Tip

You can long-press the telecoil button again to select the next paired wireless device.



2. To stop streaming audio, short-press the telecoil button.
The accessory icon will disappear.



Note

You use the controls on the Phone Clip to make and receive calls.

Telecoil

Your clinician can set up your sound processor with manual telecoil so you can listen to room hearing loops. You cannot use telecoil at the same time as a wireless device.



Note

- For Kanso 3 and Kanso 2 Sound Processors, you need the Mini Microphone 2+ to use telecoil.
- For phone use we recommend the Cochlear Wireless Phone Clip (refer to the *True Wireless Accessories User Guide*) or a compatible smartphone (refer to the *Sound Processor User Guide*).

Turn telecoil on (if set up)



1. Short-press the telecoil button once.

The telecoil icon will appear.

Turn telecoil off



1. Short-press the telecoil button once.

The telecoil icon will disappear.

FM accessory

When you connect an FM accessory to your sound processor, the accessory will turn on automatically and your remote control will display an accessory icon.

If telecoil was turned on, it will be turned off automatically.

Turn FM accessory off



1. Short-press the telecoil button once.

The accessory icon will disappear.

Turn FM accessory back on



1. Short-press the telecoil button once.

The accessory icon will appear.

Travel

Your remote control transmits high frequency radio waves when switched on.

Place it in a flight-safe mode (for example, turn it off) during takeoff and landing. Check with airline staff before flying if you are unsure.

Clean

Keep your remote control clean and dry.

Clean your remote control by wiping the display and buttons with a soft dry cloth.

If your remote control gets wet



1. Dry the remote control with a soft dry cloth.



2. Remove the battery.

Refer to ***Change the battery*** on page 7.



3. Leave the remote control in a warm and well ventilated place (out of reach of children and out of direct sunlight) to dry for approximately 12 hours.



Caution

Do not use a drying kit or household appliance (for example, hairdryer) to dry the remote control.



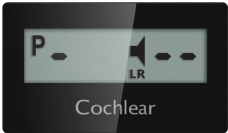
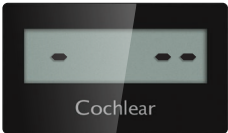

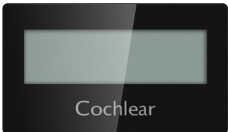
4. Insert a new battery.
Refer to ***Change the battery*** on page 7.



Note

Before replacing the battery, check for any remaining moisture. If moisture remains, repeat the earlier steps.

Troubleshoot

PROBLEM	RESOLUTION
Remote control won't change program or adjust volume/sensitivity 	<ul style="list-style-type: none">• If you have two sound processors, check both are turned on.• Move the remote control closer to your sound processor(s).• Move the remote control away from metal objects (for example, keys) or other objects that might cause interference (for example, mobile phone, Bluetooth and Wi-Fi devices).
Remote control shows only dashes 	<ul style="list-style-type: none">• Pair your remote control with your sound processor. Refer to <i>Pair your sound processor and remote control</i> on page 11.
Remote control shows pairing error 	<ul style="list-style-type: none">• Contact your clinician.
Remote control won't turn on or 'wake up' (display remains blank) 	<ul style="list-style-type: none">• Replace the battery. Refer to <i>Change the battery</i> on page 7.

PROBLEM	RESOLUTION
Sound processor doesn't pair with remote control	<ul style="list-style-type: none"> • Make sure your sound processor and remote control are both turned on and "awake". • Make sure you hold your sound processor or coil in place until the remote control has finished pairing. • Contact your clinician.
Telecoil button doesn't turn telecoil on	<ul style="list-style-type: none"> • Make sure a wireless device is not streaming audio to your sound processor(s). • Contact your clinician to check if telecoil is set up on your sound processor(s).
Telecoil button doesn't turn telecoil off	<ul style="list-style-type: none"> • Wait at least five seconds without pressing any buttons on your remote control, then press the telecoil button once.
Telecoil button doesn't start/stop streaming audio from a wireless device	<ul style="list-style-type: none"> • Check that the wireless device is turned on. • Make sure the wireless device is paired to your sound processor(s).

Warnings

- Swallowing Lithium batteries may lead to serious injury or death. If swallowed, immediately go to a hospital emergency room. Keep out of reach of children. Keep in original packaging until ready to use. Dispose of used batteries immediately.
- Do not use your remote control if it becomes unusually warm. Notify your clinician immediately.
- Small parts such as the coin battery could pose a choking hazard. Keep the battery cover locked at all times. Change battery out of reach of children. Do not allow small children to change the battery.
- No modification of this equipment is allowed.
- Do not disassemble, modify, deform or immerse your remote control in water. If your remote control is not working, return it to your clinician. Warranty will be void if opened.
- Use a soft dry cloth ONLY to clean the surface of your remote control.
- Do not use alcohol, household cleaners or abrasive materials to clean your remote control.
- Do not bend or compress the display on your remote control.
- Keep your remote control dry.
- Do not expose the remote control to heat (for example, never leave it in sunlight, behind a window or in a vehicle). Protect your remote control in environments where excessive moisture and dirt can damage it. Protect the display from objects that may scratch it.

- When the remote control is on, keep metal objects away from the display as they may cause interference.
- Do not place the remote control inside any part of your body (for example, mouth).
- Keep the remote control out of reach of very young children.
- Your remote control radiates electromagnetic energy that may interfere with life supporting devices, (for example, cardiac pacemakers and ICDs). Keep your remote control at least 15 cm (6 in) from such devices. Contact the manufacturer of the specific device to find out more.

Magnetic resonance imaging (MRI)

The sound processor, remote and related accessories (such as the Wireless Programming Pod) are MR Unsafe.



Full MRI safety information is available at www.cochlear.com/mri or by calling your regional Cochlear office (contact numbers available at the end of this document).

Other information

Physical configuration

The remote control comprises:

- analogue and digital integrated circuits based on a micro-processor design, with bidirectional wireless communication capabilities
- buttons and a switch for operation of unit
- buttons for remote control of sound processor
- a display for indicating system status and activity
- in-built coil sensor
- lanyard pin.

Materials

The remote control housing and buttons are made of polycarbonate and acrylonitrile butadiene styrene (ABS). The display is made of ABS.

Environmental conditions

CONDITION	MINIMUM	MAXIMUM
Storage & transport temperature	-10° C (+14° F)	+55° C (+131° F)
Storage & transport humidity	0% RH	90% RH
Operating temperature	+5° C (+41° F)	+40° C (+104° F)
Operating relative humidity	0% RH	90% RH
Operating pressure	700 hPa	1060 hPa

Dimensions

COMPONENT	LENGTH	WIDTH	DEPTH
CR310 Remote Control	66.0 mm	36.5 mm	10.6 mm

Weight

COMPONENT	WEIGHT
CR310 Remote Control (with battery)	35 g

Operating characteristics

CHARACTERISTIC	VALUE/RANGE
Wireless technology	Proprietary low power bidirectional wireless link
RF frequency	2.4 GHz (range 2.40 – 2.83 GHz)
Max. RF output power	0 dBm
Battery type	One disposable CR2032 or 5004LC lithium coin cell battery
Operating battery voltage	2.12 – 3.00 V
Button and switch functions	Remote control lock and unlock, telecoil/wireless devices on and off, program adjust, volume or sensitivity settings adjust
Remote communication range	At least 2 m
Display	Custom, icon based monochrome LCD

Wireless communication link

The remote control wireless communication link operates in the 2.4 GHz ISM band using GFSK (Gaussian frequency-shift keying) on 4 channels. The link uses a proprietary bidirectional communication protocol and operates over a distance of at least 2 metres from the sound processor. The wireless communication link continuously switches between the 4 channels to avoid interference on any specific channel. The remote control indicates via its display when the sound processor is out of operating distance (or switched off) or when the link is interrupted due to broad spectrum interference (refer to page 10).

Environmental protection

Your remote control contains electronic components subject to the WEEE Directive 2012/19/EU on waste electrical and electronic equipment.

Help protect the environment by not disposing of your remote control or batteries with your unsorted household waste. Please recycle your remote control and batteries according to your local regulations.

Equipment classification

Your remote control is an accessory to a medical device as described in the international standard IEC 60601-1:2005/A1:2012+A2:2020, Medical Electrical Equipment – Part 1: General Requirements for Basic Safety and Essential Performance.

Certification and applied standards

The CR310 Remote Control also fulfils the essential requirements listed in the EC directive 2014/53/EU on Radio Equipment as per the conformity assessment procedure in Annex III. The declaration of conformity may be consulted at www.cochlear.com/wps/wcm/connect/intl/about/company-information/declaration-of-conformity



Electromagnetic compatibility (EMC)



Warning

Portable RF communications equipment (including peripherals such as antenna cables and external antennas) should be used no closer than 30 cm (12 in.) to any part of your remote assistant, including cables specified by the manufacturer. Otherwise, degradation of the performance of this equipment could result.

Interference may occur in the vicinity of equipment marked with this symbol:



FCC (Federal Communications Commission) and Canadian ISED compliance

This device complies with part 15 of the FCC Rules and with RSS-210 of Innovation, Science and Economic Development Canada. Operation is subject to the following two conditions:

- This device may not cause harmful interference.
- This device must accept any interference received, including interference that may cause undesired operation.

Changes or modifications made to this equipment not expressly approved by Cochlear Limited may void the FCC authorisation to operate this equipment.

Class B device notice

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

FCC ID: WTO-CR310

ISED: 8039A-CR310

CAN ICES-3 (B)/NMB-3(B)

Labelling symbols

The following symbols may appear on your remote and/or packaging:



Refer to instruction manual



Consult instructions for use



Specific warnings or precautions associated with the device, which are not otherwise found on the label



Manufacturer



Compatible sound processors



Compatible implant series



Authorised representative in the European Community



Authorised representative in Switzerland



Unique Device Identification



Medical Device



Catalogue number



Serial number



Batch code



Model number



Date of manufacture



Temperature limits



CE registration mark



CE registration mark with notified body number



Radio compliance certification for Australia and New Zealand



Radio compliance certification for Japan



Radio compliance certification for Korea



Radio compliance certification for Taiwan

Rx Only

By prescription

Caution: US law restricts this device to sale by, or on the order of, a physician



Recyclable material



Dispose of electrical components in accordance with your local regulations



Dispose of batteries separately from normal household waste and according to your local regulations.



Keep dry



Type B applied part

Serious incidents

Whilst serious incidents in relation to medical devices are rare, it is acknowledged that incidents may happen. As an organisation, Cochlear recognises the potential for harm and will respond to any reported serious incident.

What is a serious incident?

A 'serious incident' means any event that directly or indirectly has caused or could have caused an unexpected or unwanted event including any of the following:

- The death of a patient, user or other person,
- The temporary or permanent serious deterioration of a patient's, user's or other person's state of health,
- A serious public health threat.

Reporting a serious incident

There is no definitive list of events/incidents that constitute a serious incident, however all serious incidents should be reported to:

Your local Cochlear office
www.cochlear.com/intl/contact/global-offices

Your National Competent Authority
https://health.ec.europa.eu/medical-devices-sector/new-regulations/contacts_en

People within Australia should also report all serious incidents to:

Therapeutic Goods Administration
<https://www.tga.gov.au>

Trademark legal statement

ACE, Advance Off-Stylet, AOS, Ardium, AutoNRT, Autosensitivity, Baha, Baha SoftWear, BCDrive, Beam, Bring Back the Beat, Button, Carina, Cochlear, 科利耳, コクレア, 코클리어, Cochlear SoftWear, Contour, コントウア, Contour Advance, Custom Sound, DermaLock, Freedom, Hear now. And always, Hugfit, Human Design, Hybrid, Invisible Hearing, Kanso, LowPro, MET, MP3000, myCochlear, mySmartSound, Nexa, NRT, Nucleus, Osia, Outcome Focused Fitting, Off-Stylet, Piezo Power, Profile, Slimline, SmartSound, Softip, SoundArc, SoundBand, True Wireless, the elliptical logo, Vistafix, Whisper, WindShield and Xidium are either trademarks or registered trademarks of the Cochlear group of companies.

Bluetooth is a registered trademark of Bluetooth SIG, Inc.

Hear now. And always

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P1893591 D1818786-V3 2024-08

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