

# Cochlear Family

July 2024

Keeping you supported, connected, inspired

**Tips for streaming  
this season's live  
sports events**

Page 1

**How to help your  
sound processor  
stay in place**

Page 4

**10 everyday  
activities to improve  
your hearing skills**

Page 9

**Dad shares top tips  
to help your child  
manage their devices**

Page 12

**Must-know care tips  
for your sound processor**

Page 14

**Why latest tech is a game changer  
for competitive swimmer in the  
pool and daily life**

Page 7



Cochlear®



# Tips for streaming live sporting events

**Are you experiencing the best live TV can offer?**

**Are you loving the excitement of live sports, especially this season with athletes coming together from around the world for the Paris games? Or the Tour de France? Or other televised sports and teams that you follow?**

For avid sports fan and half marathon runner, Tony, watching live sports brings enormous enjoyment. But he says subtitles can be difficult to follow or sometimes even non-existent during live broadcasts of sporting programs.

Tony's way around this is to stream directly from the TV to his sound processor. Using a Cochlear™ Wireless TV Streamer, he can hear the live commentators in real time rather than rely on subtitles.

“With the TV streamer, it is so good to hear the comments during the race, which adds enormously to my enjoyment. I can also hear the interviews with the athletes afterwards, which is a bonus,” he says.

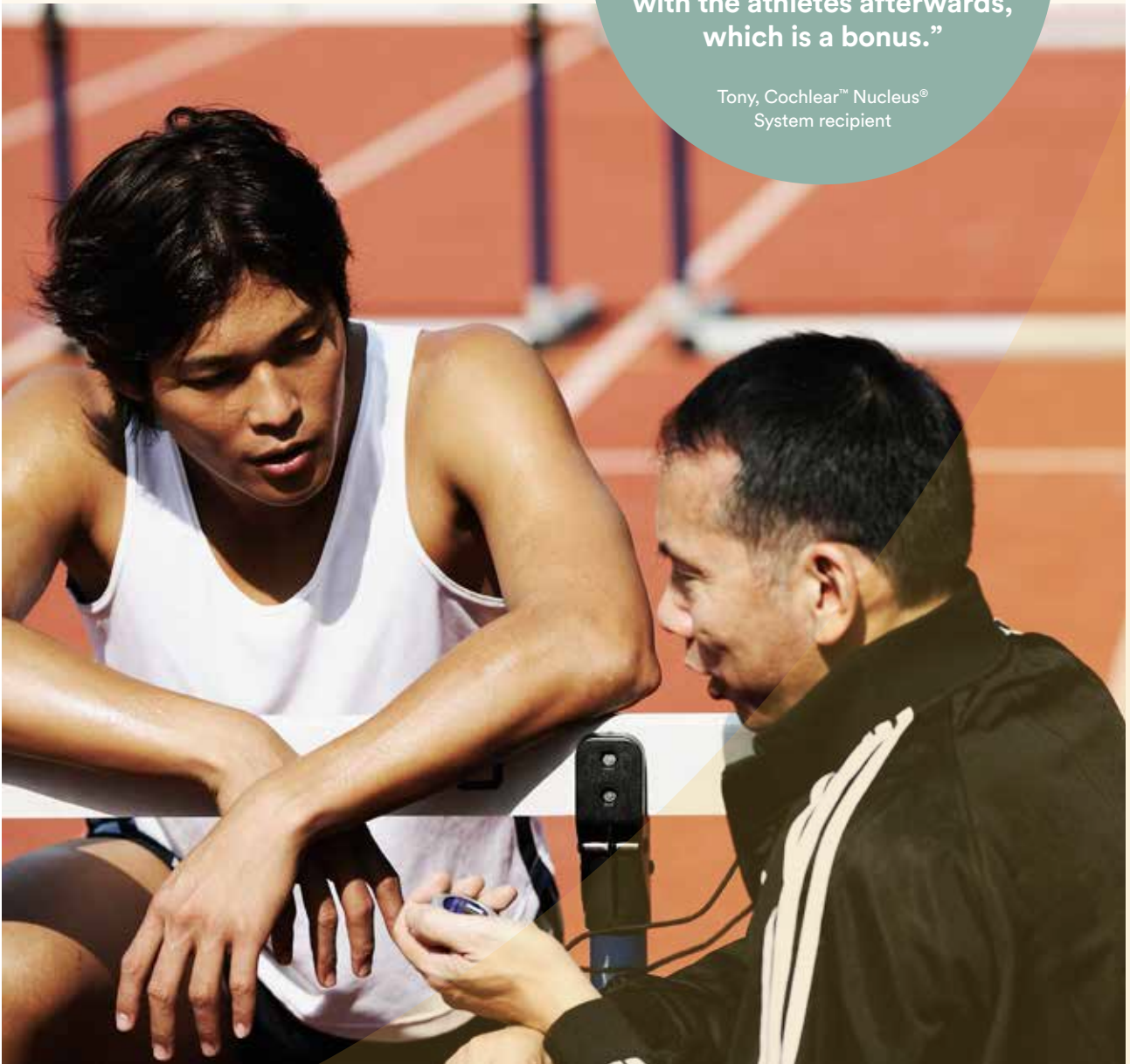
“And as far as the field events are concerned, I enjoy being able to hear the explanations of the various techniques. It brings so much more colour, meaning and interest to hear the former champions share their expertise.”

The Wireless TV Streamer is part of the Cochlear True Wireless™ devices range, which allows you to wirelessly stream audio to your sound processor from your TV.

This removes the distraction of reading captions, which are often delayed and are not always 100% accurate for live broadcasts.

**“With the TV streamer, it is so good to hear the comments during the race, which adds enormously to my enjoyment. I can also hear the interviews with the athletes afterwards, which is a bonus.”**

Tony, Cochlear™ Nucleus®  
System recipient



An added benefit of streaming is that it gives you the freedom to move around while you're still in range of the TV. For example, if you want to move to the kitchen for food or beverages, you can continue to listen to the commentary and not miss a key moment of the event.

Streaming technology is also always evolving, with even greater sound clarity and more streaming options becoming available.

For people that have Amazon Fire TV devices, Cochlear also offers Audio Streaming for Hearing Aids (ASHA) support on compatible devices.\* You can use direct streaming from Fire TV to the following sound processors: Cochlear Nucleus® 8, Nucleus 7, Nucleus Kanso® 2, and Baha® 6 Max sound processors.

And remember, if you don't want to miss any medal-winning performances when you're not in front of the TV, you can also stream audio directly from a compatible Apple or Android™ device wherever you are.

**For more information about Cochlear Wireless accessories visit our website [here](#). You can also find videos on YouTube to help you pair your devices.**





# How to keep your sound processor in place

**Do you take your sound processor off when getting active because you're worried about losing it? Or do you worry that your child will misplace it while they play?**

Kelly Rodriguez, one of our Cochlear customer experience managers, recently met with a family who was celebrating the success of their son, Matt, a cochlear implant recipient in his 20s who competes in the New York City Marathon every year in the US.

You can imagine Kelly's surprise to learn that Matt reluctantly removes his sound processor and competes in silence, due to his fear of losing his device while running among crowds of athletes.

"It was just an amazing story to hear that he had been a recipient for 20 years and has been running marathons without his device," says Kelly.

"His Mum was always so worried, as he could not hear cars, etc, around him while running through neighbourhoods. To inform her of our retention device was so eye-opening for her."

If you live an active life or have a child who does, Cochlear provides a wide range of options to help keep the sound processor securely attached and in place to help prevent you from losing it, especially during physical activities and sports.

Device retention can also help you achieve hearing goals as longer periods of device wear have been shown to improve speech and hearing outcomes for children.<sup>2-4</sup>

## Cochlear™ Nucleus® sound processor retention options

There are a range of devices for various sound processors to keep your sound processor safe during sports and activities and help prevent losing it.

**1 Snugfit** helps tighten the sound processor on the ear, especially for active adults and children. The Snugfit comes in three sizes for a secure fit (small, medium and large).

**2 Koala Clip** is a clip-on retention device for babies and younger children, designed to keep the processor off the ear until they're ready.

**3 Safety Cord** helps ensure your sound processor doesn't get lost if it comes off your ear by clipping your sound processor to clothing.

**4 Safety Lines and Safety Line Hair Clips** clip onto your hair and so reduce the risk of losing an off-the-ear device (Cochlear Nucleus Kanso® Sound Processor) and behind-the-ear sound processor when using Aqua+. These are great options to provide the extra security you need when on the go.

**5 Earhook** comfortably secures the sound processor to your ear. Young children may want to try the small earhook for comfort. We offer a variety of earhooks for your specific needs.

**6 Hugfit™** helps secure the sound processor on even the smallest of ears with a soft, flexible tube.

1



2



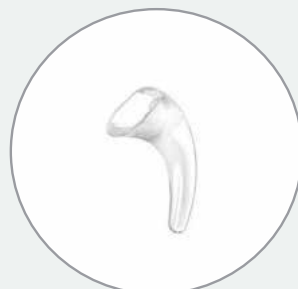
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5



6



**7 Headband** is an optional accessory that holds the sound processor in place.

**8 Earmould Adaptor** allows you to attach a custom earmould to your Nucleus 7 or Nucleus 8 sound processor as an option for children or for those who are comfortable using an earmould, such as former hearing aid users. (Note, the custom earmould is not supplied by Cochlear).

**9 Kanso Halo** is designed to keep the Kanso 2 Sound Processor more securely on a child's head to reduce the risk of losing the device during high-energy activities or play. The Halo clips onto the sound processor and attaches two hair clips, or two Cochlear Safety Line with hair clips (short double loop) to the accessory and attach to hair.



“It was just an amazing story to hear that he had been a recipient for 20 years and has been running marathons without his device.”

Kelly, Cochlear customer experience manager

For information about retention devices, visit our website here.

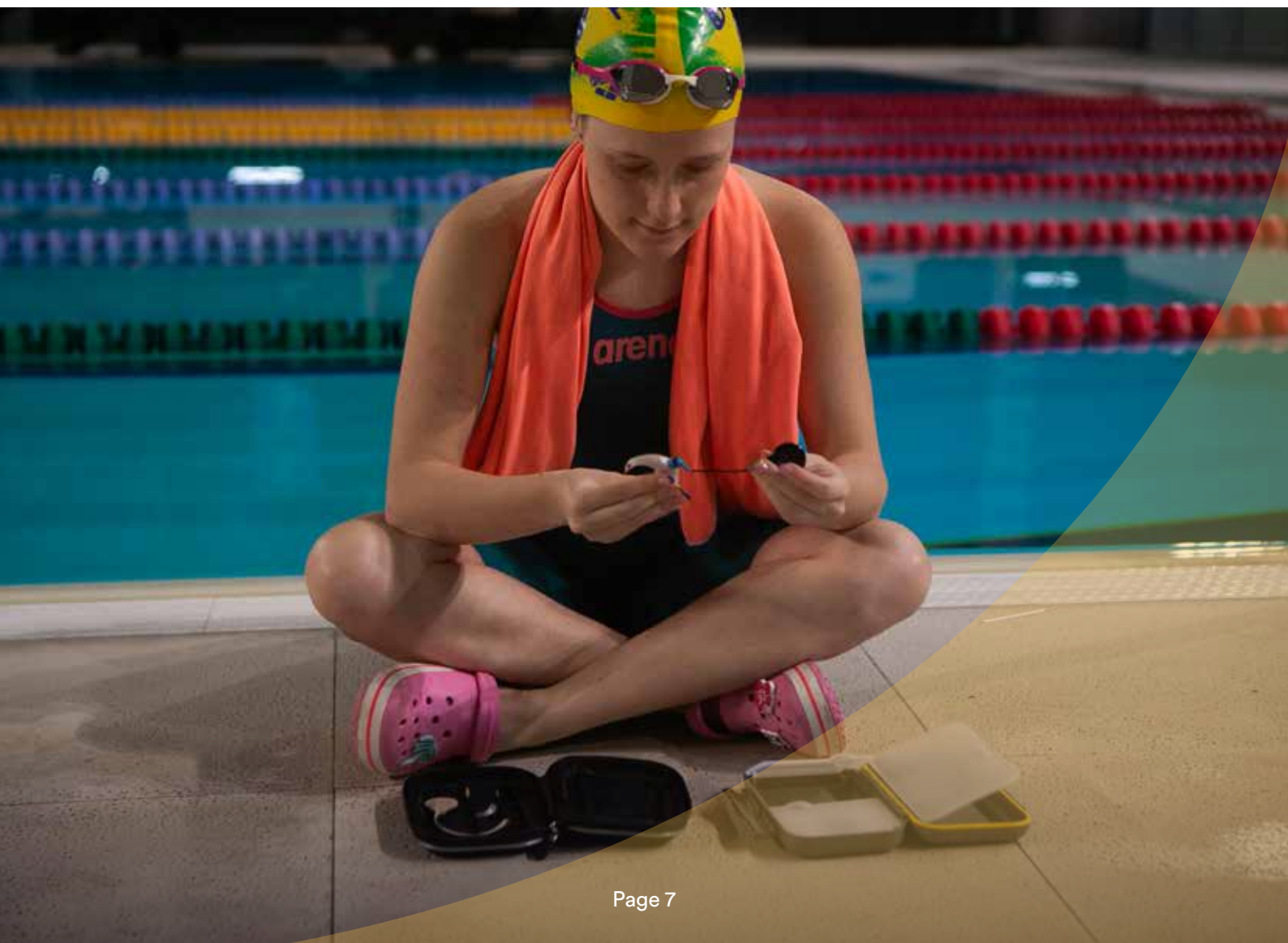


# Breaking sound barriers in the pool and daily life

**Becoming a competitive swimmer means everything to 19-year-old Mariana, an athlete with hearing loss who has defied the odds and has achieved results in the pool that once seemed unimaginable.**

Born prematurely and weighing less than 1kg, doctors painted a grim picture for Mariana's future. They suggested she might survive, but risked going blind and deaf.

However, Mariana's perseverance and resilience, and the unwavering support of her family has paved the way for her to beat the odds.



A turning point in Mariana's life came with updating her device to the Cochlear™ Nucleus® 8 Sound Processor. Having the latest technology has redefined her perception of the world.

“Nucleus 8 changed my entire life – I can hear more clearly.”

**“Nucleus 8 radically changed my entire life, and now I can hear my coach when I am in the pool. It’s a dream come true. Aqua+ is immensely helpful during my daily swimming training”**

Mariana, Cochlear™ Nucleus® System recipient

Now a competitive athlete, swimming is not just a sport for Mariana, she says it defines her. It makes her feel “alive” and brings her unparalleled joy.

Mariana acknowledges that she owes her success to dedication, hard work and the unwavering support of her family. But she is also quick to call out the impact her new sound processor and Aqua+ kit has had helping her both train and compete.

“Nucleus 8 radically changed my entire life, and now I can hear my coach when I am in the pool. It’s a dream come true. Aqua+ is immensely helpful during my daily swimming training,” she says.

### **Benefits beyond the pool**

While much of Mariana's life is spent in the pool, upgrading her sound processor has also brought a lot of benefit in other aspects of her life – from improved hearing in noisy situations to being able to enjoy music.

“I attended an event in my city featuring a musical show, numerous children, and loud conversations. It was then that I realised the substantial difference in sound quality,” she says.

“In classes, the advantages were enormous; I could focus and receive sound from a single person, thanks to N8's ForwardFocus#. The benefits were surprising, especially for someone like me who previously used a device without this feature.”

Streaming has also changed Mariana's world. “Hearing music has always been difficult for me, but with Nucleus 8, I can connect directly to my phone. Listening to music directly on the N8 is a wonderful experience. The N8 has opened up many possibilities for me.”

And being able to adjust sound levels gives her an extra layer of control: “Now everything is on my mobile, I can increase and decrease the volume of my device and I can listen to music directly through my sound processor.”

In every stroke in the pool, Mariana thinks about a resounding message: life's challenges may be daunting, but with the right support and technology, dreams can become reality.

**Are you interested in finding out more about the benefits of upgrading to the Nucleus 8 Sound Processor? Find out more.**



# 10 ways to improve your listening skills in everyday life



Did you know that you can improve your listening skills while doing simple activities like washing your car, listening to the radio or a podcast, waiting for a doctor's appointment or even sitting in a noisy café?

The key, says Dianne, who's had a cochlear implant for over a decade, is to immerse yourself into daily activities that are part of your real world, your everyday life, and listen to the sounds around you.

"Listening is the key to communication for anyone, but as cochlear implant recipients, we need to work harder than most people," says Dianne.

"To improve my listening skills in the real world, I had to become part of it."

**"To improve my listening skills in the real world, I had to become part of it."**

Dianne, Cochlear™ Nucleus® System recipient

**Dianne shares her top 10 tips that worked for her and helped her to improve her listening skills:**

**1** Noisy environments are challenging, but the real world is noisy so this is a good way to work on your listening skills. When I'm in a quiet environment with up to three people, my interaction and listening skills are good. So, to challenge myself I practise listening in noisy cafés, restaurants, at parties, and in large social groups. Remember, you are working to improve communication skills by listening and this helps your social skills.

**2** There is nothing wrong with asking someone politely would they mind repeating the sentence or word. Don't pretend that you have understood the speaker; it is better to ask for them to repeat what was said. It will save embarrassment if you answer incorrectly.

**3** With our cochlear implants we can hear, but listening requires paying attention – it takes conscious effort. The saying “practice makes perfect” means that it is possible to learn something or develop a skill if you practise. It takes persistence and there are challenges. You may feel at times that your progress is hindered, but it's important to continue with your effort.

**4** In a restaurant, at parties or where there is a group of people, I try to position myself in a well-lit area with my back to the noise and away from any music speakers in the room.

**5** Try simple things like going for walk where you can find a connection to environmental sounds such as cars approaching, rustling of the trees, hearing unseen birds, ocean waves and the sound of wind.

**Everyday activities like washing your car give you an opportunity to focus on listening to sounds around you. You could also practise listening using a pocket radio or streaming to your device.**





**6** Wear your sound processor from the time you get up until you go to bedtime. By wearing your sound processor all day every day and having sound around you helps to achieve all the wonderful things that a cochlear implant offers. Remember, we have been given a second chance to hear and it's up to us to give it our best effort.

**7** If you live alone, ensure you have some noise around you – such as a radio, television, podcasts or audiobooks so that you are practising your listening skills.

**8** Communicating with people with an accent can make it hard to understand. But it's also good practice. I make sure I'm face to face when communicating in this situation. I also give the other person my undivided attention and fully concentrate on what is being said.

**“Listening is the key to communication for anyone, but as cochlear implant recipients, we need to work harder than most people”**

Dianne, Cochlear™ Nucleus® System recipient

**9** Take every opportunity to practise your listening. When cleaning the house or washing the car, I had a small radio in my pocket. I didn't always know what was being said, but knew I would benefit in the long term by surrounding myself with sound.

**10** Don't give up.

**For more rehabilitation resources and support, remember to talk to your hearing healthcare professional for guidance. You can also find out more here.**

# A Dad's tips to help a child manage their devices

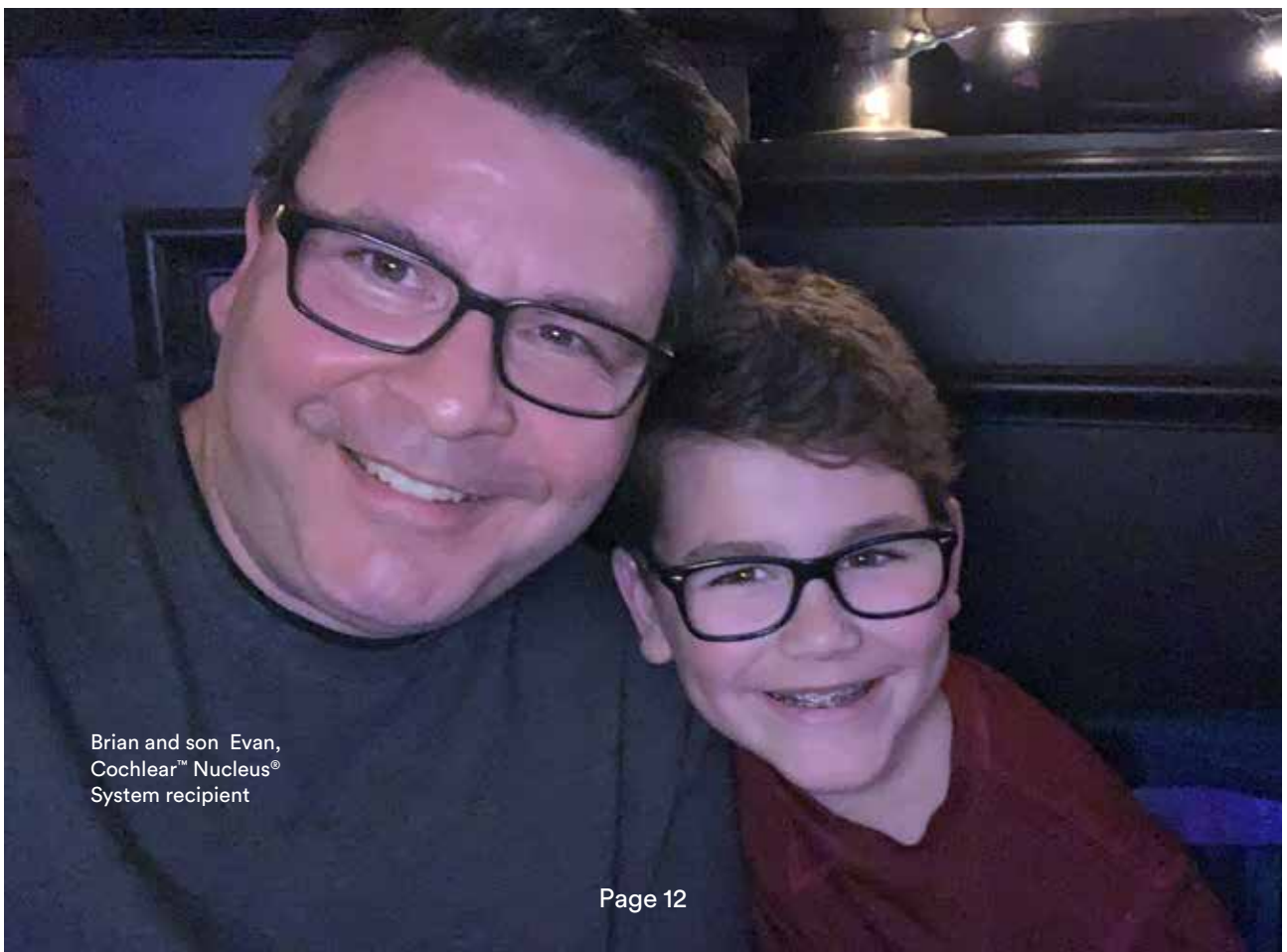
**Most children are just starting to learn about responsibility. So how do you teach your child to take care of their sound processors?**

Calendar reminders and a specially chosen backpack are just two of the tricks that Evan and his dad, Brian, use to keep his sound processors and accessories well organised.

Since receiving his first cochlear implant as a baby in 2010, Evan and his dad have refined their tactics for caring for Evan's sound processors.

**“Patience, organisation and educating yourself on the hardware helps a lot. It's also important to remember that everything is going to be ok.”**

Brian, father of Evan,  
Cochlear™ Nucleus®  
System recipient



Brian and son Evan,  
Cochlear™ Nucleus®  
System recipient

## Choosing a backpack

“While searching for a solution, I came across camera backpacks. They offered a durable exterior, flexible padded interior storage compartments – which are typically a bright colour – and, of course, straps for hands-free transport,” says Brian.



“I am able to store all of Evan’s accessories and backup components in one location for quick access at home or while travelling.”

Cochlear also offers two varieties of backpacks from our online store especially designed for carrying and storing everything you need to keep you on air with your sound processor.

A backpack with about a 24 litre capacity is a good option to provide plenty of space to carry your sound processor accessories as well as other items such as a laptop, if needed.

A pack with internal pockets as well as ergonomic and adjustable honeycomb support backpack straps and waist straps is ideal. (See link, right, for details.)

Brian also feels it’s important for Evan to take just the right amount of responsibility to care for his sound processors.

“Evan handles a lot of responsibility for his hardware. He manages his wake-up and bedtime routines with his processors. He also advocates for himself at school. Evan can also do basic trouble-shooting activities,” says Brian.

To keep Evan’s processors in top condition, Brian and Evan have regular routines.

“We place Evan’s processors in a dehumidifier\*\* each night. We find this is very helpful in the summer months when he sweats more.

“We change the mic covers and the dehumidifier desiccant packs every three months, per recommendation. His processors get cleaned periodically with a soft cloth. I also inspect them on occasion with a magnifier to make sure everything looks ok.”



## Calendar reminders

Calendar reminders help Brian and Evan stay on track. “I create a recurring event to change microphone covers and change dehumidifier desiccant packs. All of Evan’s appointments go into the calendar as well,” Brian says.

As a keen swimmer, Evan gets a lot of use from his Aqua+ accessories: “They get very heavy use in the summer months,” says Brian.

Using the Aqua+ silicone sleeve, the sound processor becomes waterproof and swimmable as well. The sleeve offers protection in water up to three metres deep for two hours.

**For more information about Aqua+ and other Cochlear accessories, visit our website here.**

# Must-know care tips for your sound processor

**Your sound processor is more than just a hearing device; it's a crucial part of your daily life. It impacts everything from how you communicate with others, to your personal safety by being able to hear potential dangers.**

Just as you prioritise care for your teeth, eyes, and hair, it's crucial to establish a routine to care for your sound processor.

How you clean your device, store and maintain it are very important. Here are three diary reminders to incorporate into your routines to care for your device:

## DAILY

- Clean the sound processor every night with a soft dry cloth to remove dust and moisture.
- Store the device overnight in a Dry & Store<sup>®</sup> box to keep your device dry. If you have an a Cochlear™ Kanso<sup>®</sup> 2 Sound Processor, use the Home Charger to keep your device dry while charging.

## WEEKLY

- Remove the batteries to clean the contacts with a soft, dry cloth or brush to prevent corrosion and maintain performance.

## EVERY TWO-THREE MONTHS

- Change the microphone protector every two-three months to maintain sound quality (or sooner if dirty).

As well as good routines, knowing what to avoid and basic steps to care for your sound processor are also essential for your device to perform at its best.

Here are some simple steps you can take to keep your sound processor in top shape:

- 1 Avoid using cleaning solution or liquid to wipe down your sound processor.
- 2 Remove your device when applying hair products or make up.
- 3 Be mindful not to leave your sound processor in direct sunlight or inside a hot car.
- 4 Avoid using paper towel or cotton tips to clean your device.

Simple, regular maintenance can help to prolong the life of your sound processor and enhance your hearing experience.

You can find Cochlear videos on YouTube for practical tips to care for your sound processor and how to replace your microphone protector at home – it's simple and easy to do. Your hearing health professional can also help you with advice about maintaining your sound processor.

# 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

■ Cochlear Limited 238 Thomson Road #25-06, Novena Square Tower A, Singapore 307684

[www.cochlear.com](http://www.cochlear.com)

- + For Amazon ASHA enabled devices, please refer to the Amazon website: (Accessibility Features for Fire TV - Amazon Customer Service). For information regarding the compatibility of Cochlear's Sound Processors with Amazon devices, visit [www.cochlear.com/compatibility](http://www.cochlear.com/compatibility)
- \* As Bluetooth LE Audio compatible devices become available, a firmware update will be required for you to use certain features.
- # ForwardFocus is a clinician-enabled feature that can be user-controlled or automated.
- \*\* For dry aid kits to remove moisture and humidity from your sound processor, visit the Cochlear online store. Sound processors are not approved for use in other dehumidifying devices.

#### References

1. Hunn N. Introducing Bluetooth® LE Audio [Internet]. [cited 2022 Jan]. Available from: <https://www.bluetooth.com/learn-about-bluetooth/recent-enhancements/le-audio/>
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4. Gagnon EB, Eskridge H, Brown KD, Park LR. The impact of cumulative cochlear implant wear time on spoken language outcomes at age 3 years. *Journal of Speech, Language, and Hearing Research*. 2021 Apr 14;64(4):1369-75.

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.

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

Any testimonial featured is not intended for a New Zealand audience.

In Australia, Cochlear™ Nucleus® implant systems are intended for the treatment of moderately severe to profound hearing loss.

The Nucleus 8 Sound Processor is compatible with Apple™ and Android devices. For compatibility information and devices visit [www.cochlear.com/compatibility](http://www.cochlear.com/compatibility).

The Cochlear Nucleus 8 Sound Processor with Aqua+ is dust and water resistant to level IP68 of the International Standard IEC60529. The Nucleus 8 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. The Aqua Accessory and the Aqua+ sleeve are dust and water resistant to level IP68 of the International Standard IEC60529 and 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.

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, コントゥア, Contour Advance, Custom Sound, DermaLock, Freedom, Hear now. And always, Hugfit, Human Design, Hybrid, Invisible Hearing, Kanso, LowPro, MET, MP3000, myCochlear, mySmartSound, 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.

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