



Quality care, anywhere

Getting started with
Cochlear™ Remote Care for
Nucleus® sound processors



Remote Care solutions are part of
Cochlear Connected Care

Welcome

Welcome to Remote Care for Nucleus® sound processors – offering access to quality care when and where you need it, without a visit to the clinic.

Complete a hearing assessment using Cochlear™ Remote Check or have a video appointment with your clinician using Cochlear Remote Assist at a time and place that suits you.

To help you get started, this guide† explains:

- how to set up Remote Check on your compatible smartphone*, how to complete the Remote Check activities and what happens after a Remote Check
- how to prepare for a Remote Assist session and what is likely to happen during a Remote Assist session.

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† This guide is supplementary to the Instructions For Use (IFU). Always follow the instructions for use.

* For information regarding the sound processors, implants, operating systems and devices that are compatible with Cochlear's Remote Care, visit www.cochlear.com/compatibility



Before you start

To use Cochlear™ Remote Care, you need to have:

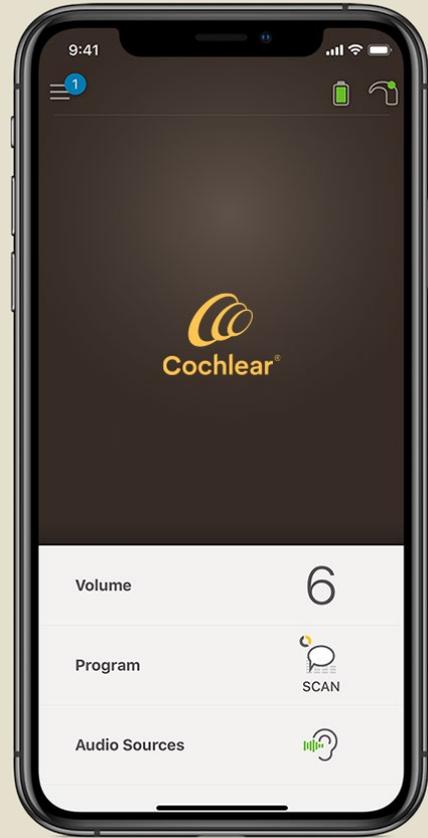
- a compatible Nucleus Sound Processor*
- a compatible Apple or Android™ device*
- the latest version of the Nucleus Smart App downloaded to your device. To find the app, open the App Store or Google Play on your phone, search for 'Nucleus Smart', then tap 'Get' or 'Install'
- created a Cochlear Account. If you don't have a Cochlear Account, your clinician can send an account invitation to your email address, which is the easiest way to create an account. Otherwise, you can create an account in the Nucleus Smart App
- paired your sound processor(s) to the Nucleus Smart App. The app will provide instructions for doing this.



* For information regarding the sound processors, implants, operating systems and devices that are compatible with Cochlear's Remote Care, visit www.cochlear.com/compatibility



Compatible Nucleus Sound Processor*



Nucleus Smart App



Remote Check – what to expect

Before we take you through the Remote Check activities your clinician may assign to you, here is an outline of the Remote Check process from beginning to end.

- 1 Your clinician will send you an invitation to complete a Remote Check.
- 2 Nucleus Smart App will notify you when it is time to start your Remote Check. Enable notifications if you have not already.
- 3 At a convenient time, complete the Remote Check activities your clinician has assigned to you.
- 4 Your Remote Check results will be sent securely to your clinician for assessment.
- 5 Your clinician will update you after they have reviewed your results.



9:41

Your progress



2 Audiogram

3 Implant check

4 Speech in noise

5 Implant site photos

6 Questionnaire: part 2

Continue

mute

camera

chat

end

Remote Check activities

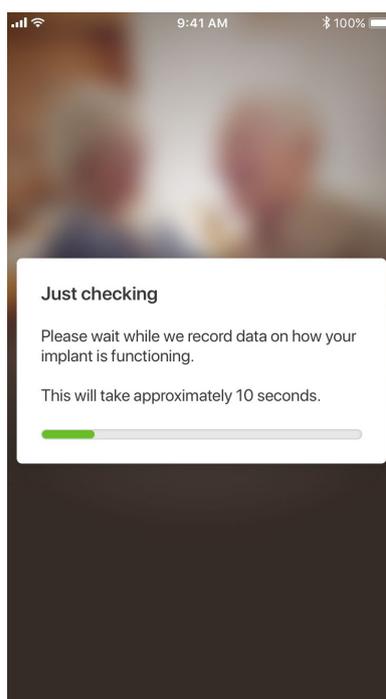
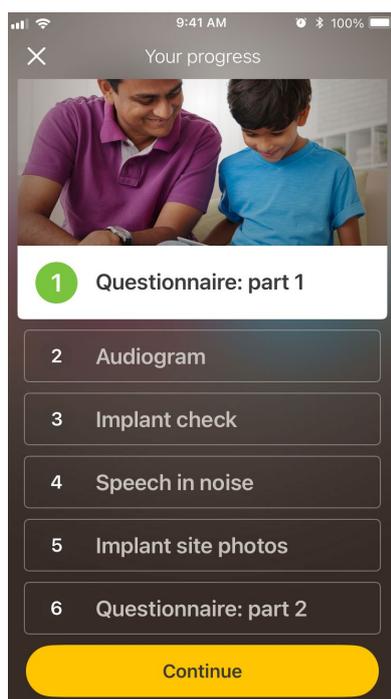
Remote Checks are designed to be easy to follow and can be completed in as little as 15 minutes.^{^1-2}

The list of activities in your Remote Check may be different from this list – your clinician will personalise the activities according to your specific needs.

While you are performing the activities, the app will collect some data on how your sound processor is performing and send the results to your clinician.

Tips

- Before you start, find time and a quiet place so you can focus on the activities without being disturbed. The app will guide you through each step.
- Whilst completing the Remote Check activities, use the MAP and sound processor settings you use on a daily basis.



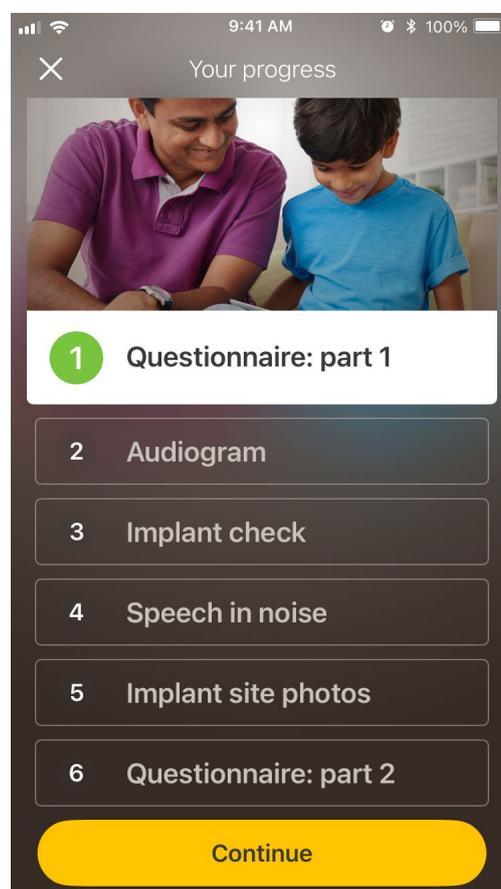
Activity 1.

Questionnaire: part 1

Remote Check uses a questionnaire to gather information about your general health, the sound quality of your processor, and your recent listening activity.

The questionnaire is split into two parts, so you'll see two activities called 'Questionnaire'.

- Some questions simply require 'Yes' or 'No' answers, some are multiple choice, and some require you to answer the question on a scale.
- This questionnaire requires that each question has a response. If you feel a question is not relevant to you, please select a positive response and move on to the next one.
- Once you have submitted an answer, you cannot go back and change it.



Tip for swiping

- For questions which ask you to select a response on a scale, press, hold and slide the arrow along the scale to indicate your answer.

Activity 2.

Audiogram

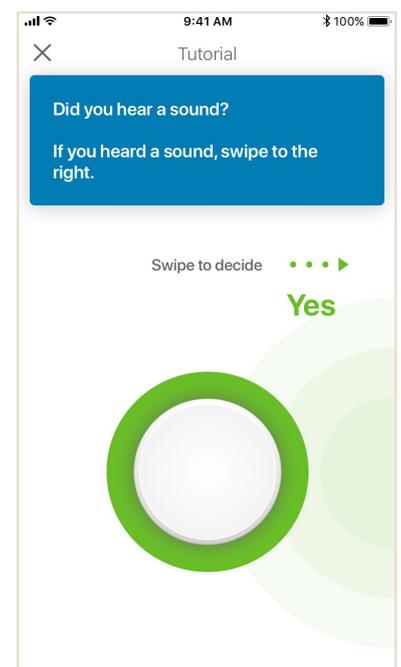
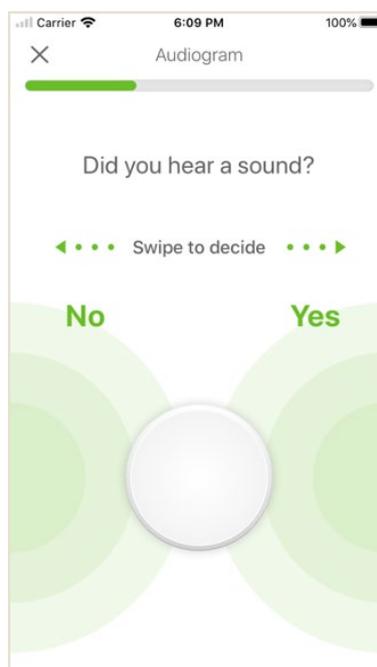
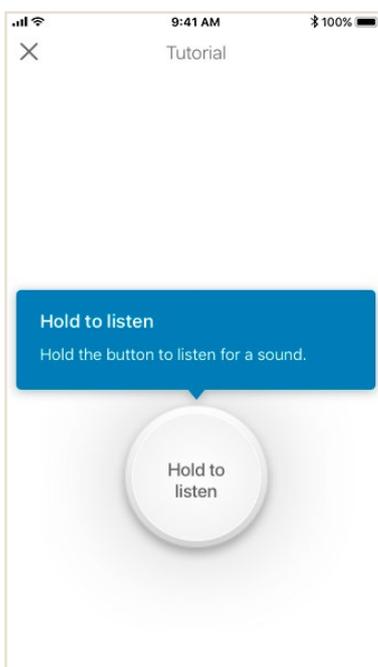
The Remote Check audiogram is a hearing test to help your clinician understand which sounds you can and cannot hear.

The app provides a tutorial to show you how this activity works.

Keep your finger on the button and swipe right for 'Yes' if you hear a sound, and left for 'No' if you don't.

Tips

- You can tap the button multiple times if you want to listen more than once.
- There will be times when no sound will be presented, so swipe towards 'No' if you do not hear a sound.
- If you have two implants, the test will be performed on one implant at a time. Do not remove either sound processor. If you have a hearing aid on your other ear, you may wish to switch it off.



Activity 3.

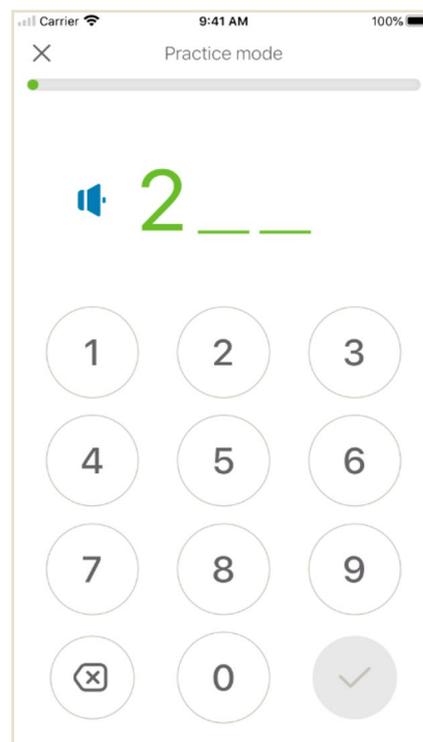
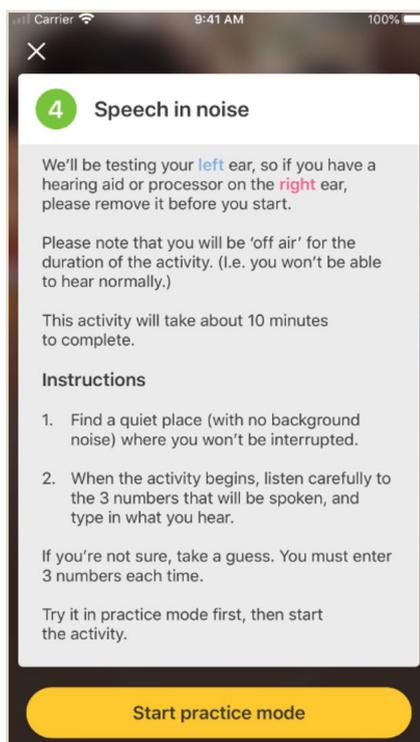
Speech in noise

This activity measures your speech understanding in noise.

Listen carefully to the three numbers that will be spoken and type the numbers you hear.

Tips

- You'll be able to go through a practise run before the real test starts.
- When you get to the point in the activity when you are not sure of the numbers spoken, it's OK to take a guess and move on.



Activity 4.

Implant site photos

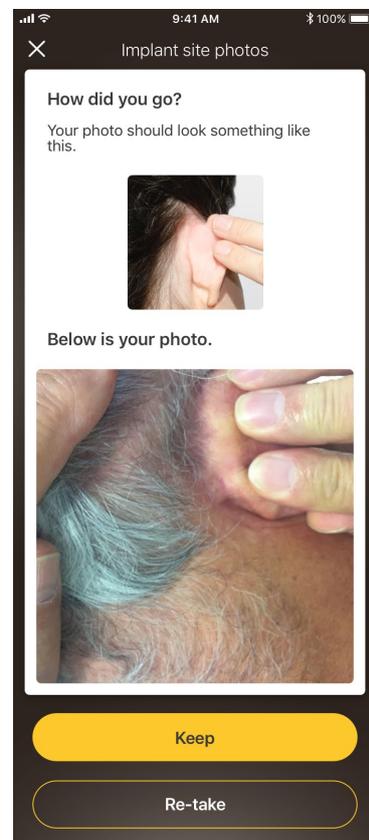
This Remote Check activity involves taking a series of photos around your implant site – that's where your sound processor coil or sound processor attaches to the magnet. You will also need to take a photo of the surgical incision behind your ear. You can take the photos or ask someone to help you.

The app will guide you through this activity, making sure you know how the photos should look.

You can also re-take each photo as many times as you like until you're happy with it.

Tips

- You might find it easier to ask someone to help you take the photos.
- To take these photos, the Nucleus Smart App will need to access your phone camera. Simply follow the instructions when the app prompts you.
- If you wear two sound processors, you will need to take photos of both sides. The app will guide you through this process, one side at a time.
- If you are unable to take adequate photos, do your best and submit what you have.



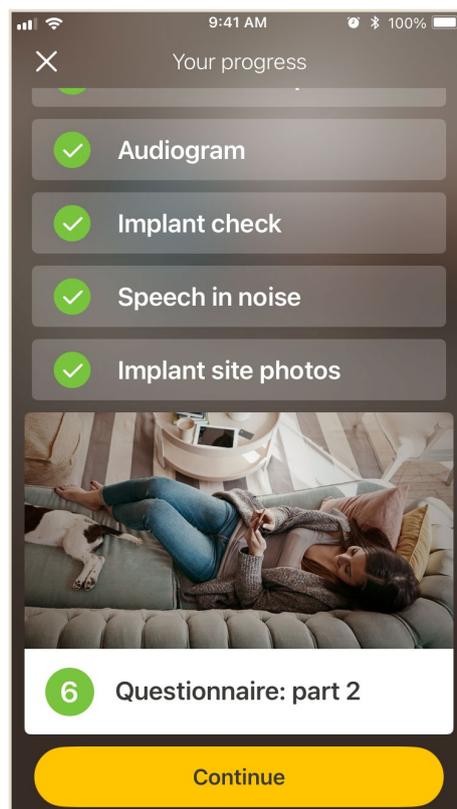
Activity 5.

Questionnaire: part 2

This activity is the second part of the questionnaire.

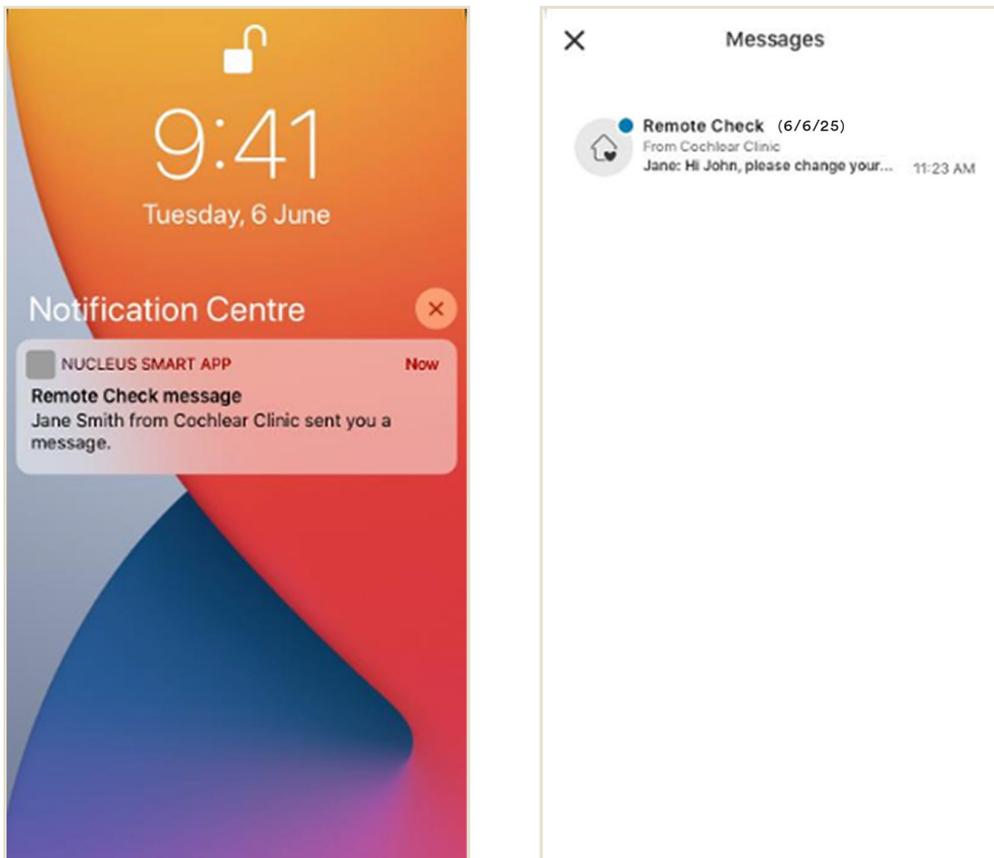
Follow the steps in the app to answer each question as well as you can.

Once you have completed the questionnaire, you have the option to describe any issues you have for your clinician via the 'add information' button.

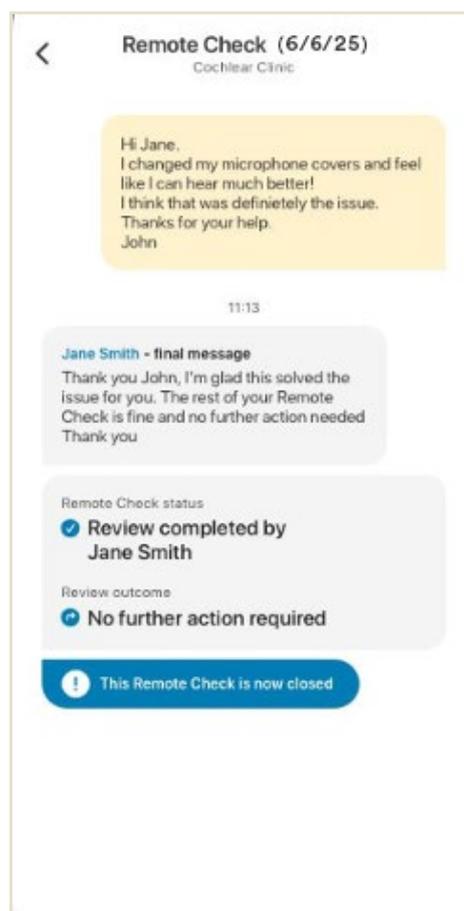
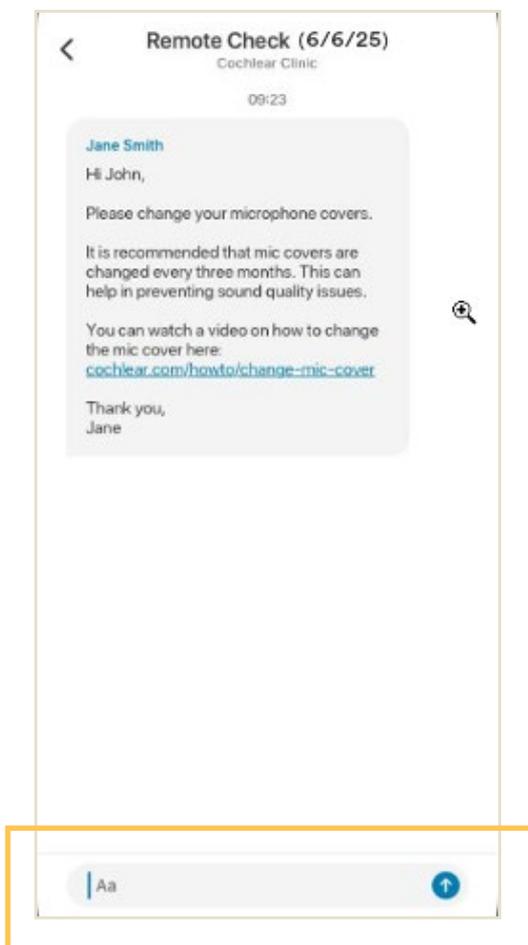


Remote Check messages

After reviewing the Remote Check results, your clinician may send you a message with follow up instructions or questions using Remote Check messages.



- 1 If you have notifications turned on for the Nucleus Smart App, you will receive an alert that you have a new Remote Check message. The message will also be available in the app by selecting 'Messages' from the menu.

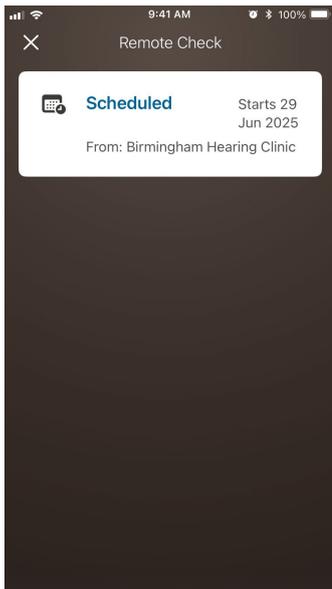


2 You can respond to your clinician by tapping on the text field, typing in your message and then pressing the blue arrow.

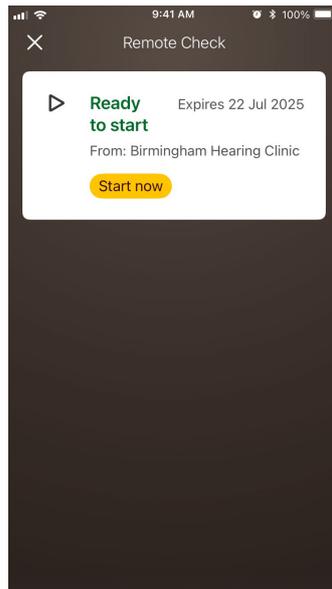
3 Once your clinician completes the Remote Check review, the conversation will close, but you can still view the messages in the app.

Your Remote Check status

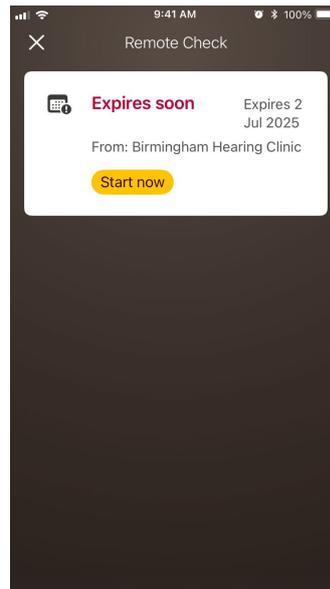
The Remote Check home screen will always provide your status.



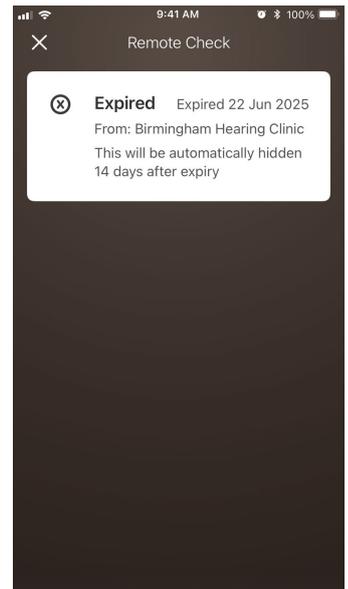
Scheduled – Not ready to start



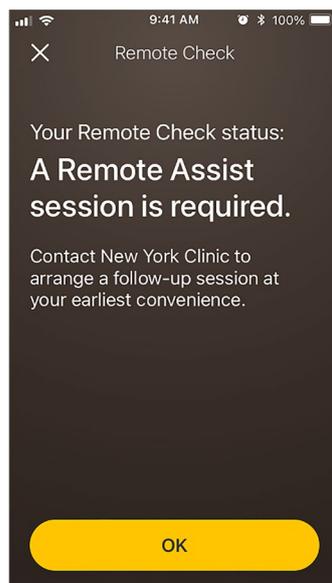
Ready to start - from the scheduled start date you will have 30 days to complete the Remote Check



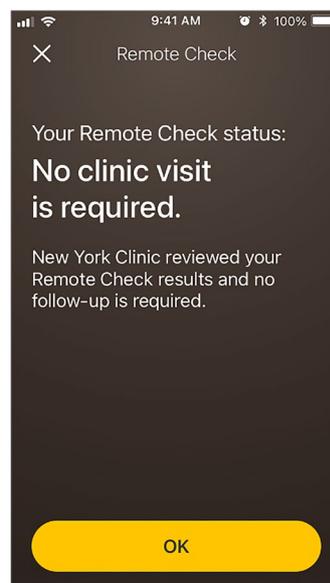
Expires soon - this alert will appear when there are 14 days remaining



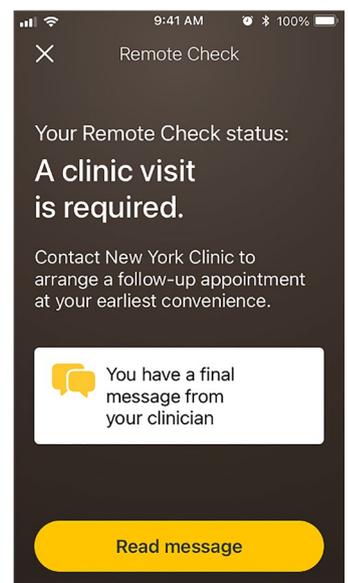
Expired



A Remote Assist session is required



No clinic visit is required



A clinic visit is required - this is an example of how a message will appear.

Remote Check common questions

Q: How do I download the Nucleus Smart App?

A: Simply tap the App Store or Google Play on your phone, search for 'Nucleus Smart', then tap 'Get' or 'Install'.

Q: How do I create a Cochlear Account?

A: Your clinician can send an account invitation to your email address. Otherwise, you can create an account in the Nucleus Smart App.

Q: Can I use my current smartphone or iPad to complete a Remote Check?

A: A complete list of the Apple and Android™ devices that are compatible with the Nucleus Smart App and Remote Check is available here:
www.cochlear.com/compatibility

Q: Do I need Wi-Fi?

A: To complete a Remote Check, your compatible smartphone must be connected to Wi-Fi or have data enabled.

Q: How do I know I have been assigned a Remote Check?

A: You will receive an alert in the Nucleus Smart App and an email on the Remote Check start date.

Q: If I have a hearing aid on my other ear, should I remove it for the Remote Check?

A: Only your implant is being tested for the audiogram and speech in noise activities, therefore we recommend you remove your hearing aid or turn it off during this part of the Remote Check.

Q: What happens when I complete my Remote Check?

A: Your results are automatically sent from the Nucleus Smart App to Cochlear's secure database. Your clinician can then log into Cochlear's secure web-based portal to access and review your results.

Your clinician will get in touch to recommend if any further action is required.

Q: Will my information be secure?

A: Cochlear is committed to protecting the privacy of customer information in accordance with applicable privacy and data protection regulations. As such, we use high-level encryption techniques to ensure the security of your information. Personal information is handled in accordance with our Privacy Policy, which is available at www.cochlear.com/corporate/privacy-current/en

Q: How long does it take to complete a Remote Check?

A: The time required to complete a Remote Check will depend on several factors including your familiarity with using Remote Check, whether you have one or two implants, and how many activities you are assigned to complete. Many recipients can complete their Remote Check in as little as 15 minutes.^{^1-2} Allow extra time when first using Remote Check to become familiar with the different activities.

Q: What happens if I am interrupted during one of the Remote Check activities?

A: Remote Check will always save your progress as you go, so you can take a break if you need to. However, when you restart, you may need to repeat some activities depending on where you were when Remote Check was paused.

If you ever have any issues, feel free to contact Cochlear Customer Service. Find your nearest customer service centre at: www.cochlear.com/customer-service.

Q: What should I do if my hearing or equipment requires immediate attention?

A: Please contact your clinician as soon as possible.

Q: Can I see the results of my Remote Check activities after I have completed them?

A: The Remote Check results are only visible to your clinician. Your clinician can send comments to you using the Nucleus Smart App.

Q: Is there a time limit to complete Remote Check?

A: After receiving a notification to complete a Remote Check session, you have 30 days to complete it. You will receive emails and app notifications to remind you to complete your Remote Check.

Q: Can I still access my Remote Check if it expires?

A: No. Your clinician must schedule a new Remote Check.

Q: Does it make a difference which sound processor program I use?

A: Yes. MAP and processor settings can affect your Remote Check results. You should complete the Remote Check activities using your daily MAP and sound processor settings especially your usual volume setting.

Remote Assist – what to expect

Before we take you through what to expect during a Remote Assist session, here is an outline of how your session will be set up:

- 1 A Remote Assist appointment can be arranged in the same way a clinic appointment is scheduled.
- 2 At the scheduled time, you will join the Remote Assist session from the Nucleus Smart App. During the session you will be able to talk to your clinician via video and you will also have the option of using the Remote Assist chat function.
- 3 During the Remote Assist session, your sound processor will be remotely connected to the programming software used by your clinician. This means they can adjust your sound processor(s) during the session if needed.



Preparing for a Remote Assist session

To minimise disruptions during your Remote Assist session:

Create the right setting

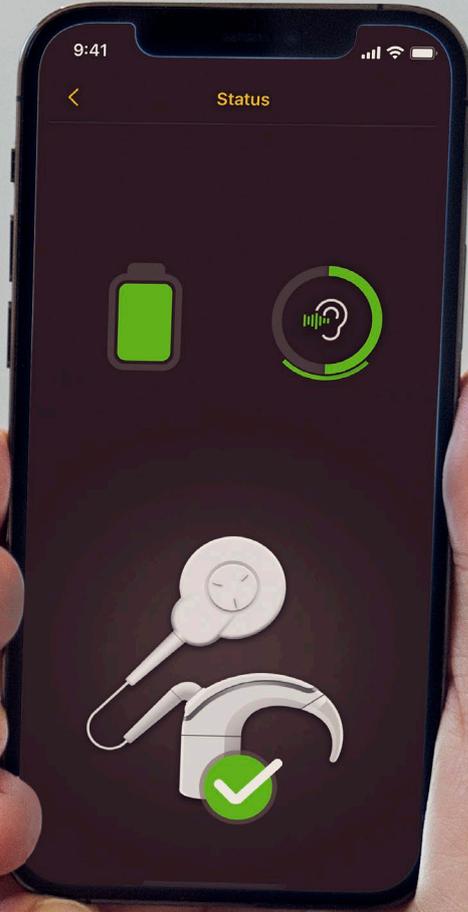
- Find a quiet, well lit, and comfortable location where you can sit for the duration of the Remote Assist session.
- You may find it helpful to use a phone holder, so your hands are free and the video remains steady.
- Have some objects nearby that can generate sounds, such as keys.
- Have paper and pencil handy as you may want to take notes during the session.

Prepare your devices

- Charge your compatible smartphone*, or connect it to its charger, so that it is powered throughout the session.
- Insert a fresh battery in your sound processor or ensure that it is charged sufficiently to last throughout the session.
- Check you have a reliable internet connection via Wi-Fi, 4G or 5G so the connection doesn't drop out during the session.

Check the Nucleus Smart App

- Check your sound processor(s) is paired to your Nucleus Smart App.
- Check that Remote Assist is available in your Nucleus Smart App. If it is not, contact your clinician.



Tips for a successful video call

Be aware of your surroundings

- Choose a quiet location and minimise noise during the Remote Assist session. For example, if you are on a noisy street, close the windows during the call.
- Your clinician will need to see you clearly during the Remote Assist session, so think about where the light in the room is coming from. If you have large windows, face the windows so they light you up, or sit near a lamp.
- Avoid sitting with a strong light source behind you as your camera will struggle to adjust and this will place your face in shadow.

Maximise your internet speed

- A slow internet connection can cause pixelated screens and uneven sound during video calls. If you are at home using a Wi-Fi network, we recommend asking others to stop activities such as streaming entertainment or playing online games during your Remote Assist session. This will allow you to access the best possible internet speed.
- To check your internet signal strength, go to the location you have chosen for your Remote Assist session and look at the Wi-Fi and mobile symbols at the top of your smartphone screen.



Good signal



Poor signal

Position your smartphone

- Use a camera angle that shows all of your face from the front. If the camera is too close to you, or angled from below, it may be hard for your clinician to see you clearly. Prior to the Remote Assist session, work out how you are going to hold or position your smartphone.
- The position of your smartphone will also affect sound. During your Remote Assist session you will hear your clinician through your smartphone speakers, which are located at the bottom of the phone. Avoid holding the phone at the bottom as this may muffle the sound.

Practise

- If you are not familiar with video calling, we recommend you make a practice video call to a friend prior to the Remote Assist session. A practice video call will allow you to check the location you have chosen has enough light and will help you feel more comfortable with the video calling experience.

Starting a Remote Assist session

Your Remote Assist session will start when both you and your clinician have joined the video call.

To join your Remote Assist session:

- 1 open Remote Assist from the main menu in the Nucleus Smart App (image 1)
- 2 follow the prompts to allow access to your microphone and camera (image 2). Allowing access to your camera means that you and your clinician will be able to see each other during your Remote Assist session (image 3).

If you join the video call before your clinician, you can wait in the Remote Assist virtual waiting room until they join.

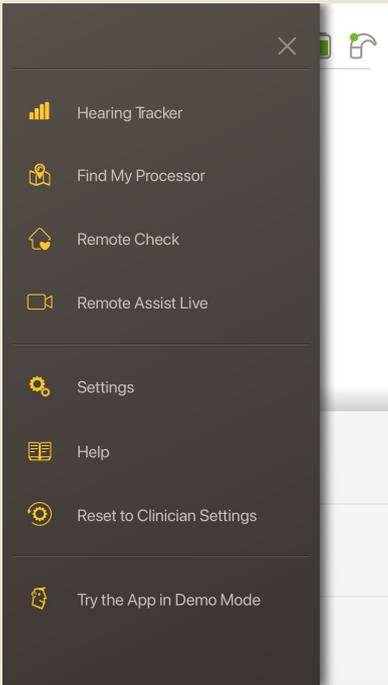


Image 1

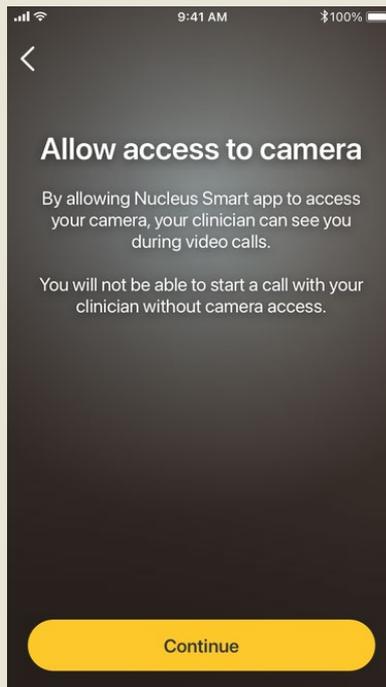


Image 2



Image 3

During a Remote Assist session

When you are in a Remote Assist session, you will be able to see and hear your clinician on your smartphone. You can also use the chat function to send your clinician a text message (image 4).

Once the Remote Assist session starts, you will hear the voice of your clinician through your smartphone speaker.

During the Remote Assist session, there is little you need to do, other than listen and respond to your clinician. They may decide to adjust your sound processor during the Remote Assist session and will discuss this with you. These adjustments will be automatically saved to your sound processor (image 5).

Your clinician may ask you to indicate how loud sounds are, or describe sounds, during a Remote Assist session. The loudness scaling chart and sound wheel on the following pages can help you do that. We recommend you print them out and have them handy during your Remote Assist session.

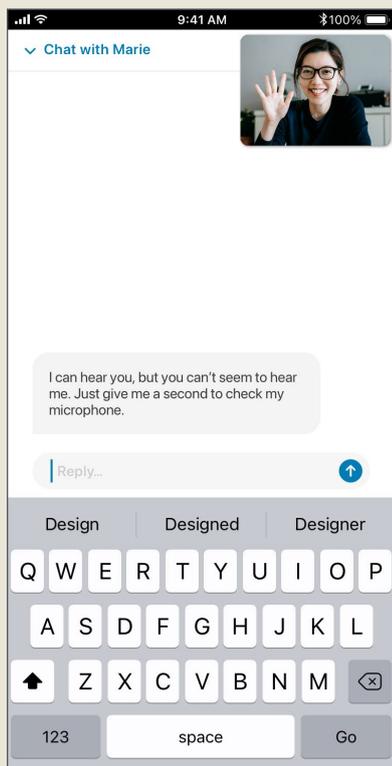


Image 4

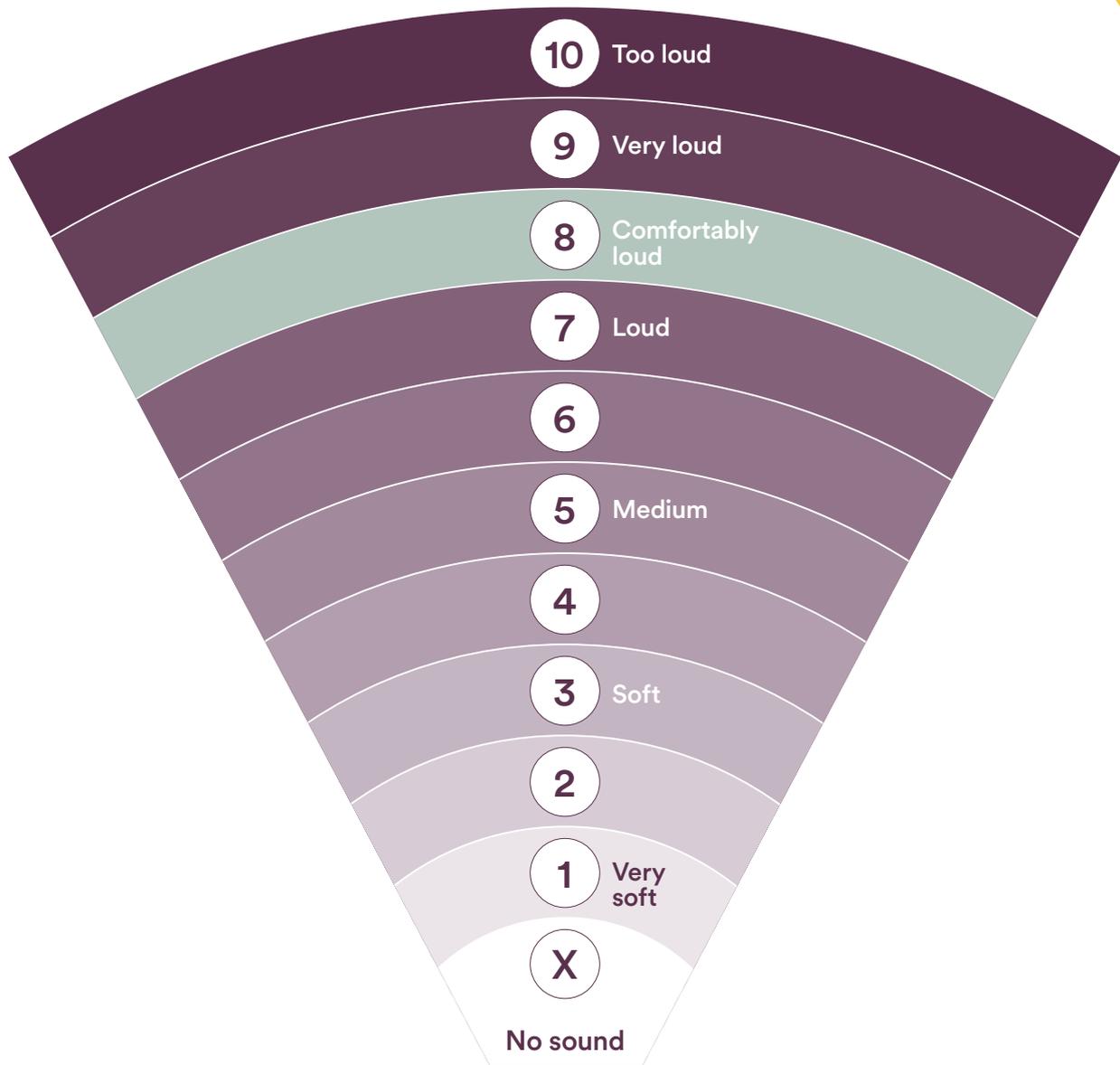


Image 5

Loudness scaling chart

If your clinician wants to know how loud or how clear a sound is for you, the chart below can help you describe it. Your clinician will provide further instructions if they ask you to use the chart.

How loud is the sound?



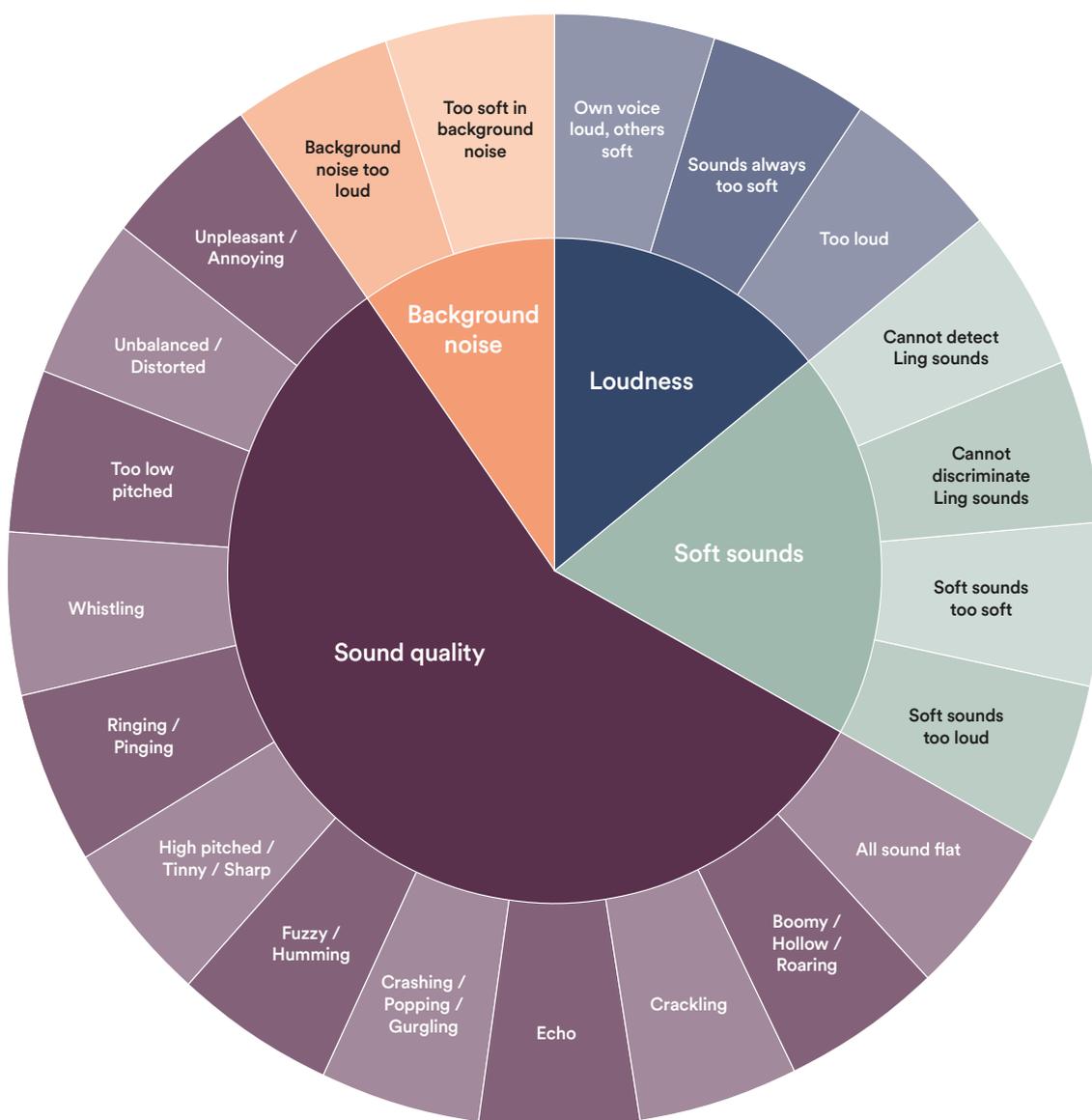
Very unclear 0 — 1 — 2 — 3 — 4 — 5 — 6 — 7 — 8 — 9 — 10 Very clear

Very unpleasant 0 — 1 — 2 — 3 — 4 — 5 — 6 — 7 — 8 — 9 — 10 Very pleasant

Sound wheel

If your clinician wants to understand the type of sound you are hearing, the wheel below can help you describe it. Your clinician will provide further instructions if they ask you to use the wheel.

Describe the sound





Troubleshooting during a Remote Assist session

- Your sound processor(s) will be 'on air' throughout the Remote Assist session. If sounds become uncomfortable you can temporarily remove your sound processor.
- If you have trouble hearing at any point during your Remote Assist session, you can use the Remote Assist chat function to communicate with your clinician through text messages.
- To adjust the volume of the Remote Assist session, use the volume controls on your compatible smartphone.
- If your device loses connection to your sound processor(s) during the session, you will be notified in the Nucleus Smart App. You can remain in the Remote Assist session while you reconnect your sound processor(s).
- If you lose the connection to your clinician, you will need to rejoin the Remote Assist session. To rejoin the session, open Remote Assist from the main menu in the Nucleus Smart App.

Remote Assist common questions

Q: How do I download the Nucleus Smart App?

A: Simply tap the App Store or Google Play icon on your phone, search for 'Nucleus Smart', then tap 'Get' or 'Install'.

Q: Which smartphone model do I need?

A: A complete list of the Apple and Android™ devices that are compatible with the Nucleus Smart App and Remote Assist is available here: www.cochlear.com/compatibility

Q: What kind of internet connection do I need?

A: We recommend you connect to your Remote Assist session via Wi-Fi, 4G or 5G. If you're using a smartphone, it needs to have data enabled.

Q: Is a Remote Assist session secure?

A: Cochlear is committed to protecting the privacy of customer information in accordance with applicable privacy and data protection regulations. As such, we use high-level encryption techniques to ensure the security of your information. Personal information is handled in accordance with our Privacy Policy, which is available at www.cochlear.com/corporate/privacy-current/en

Q: Which sound processor program should I use during the Remote Assist session?

A: You should use your daily MAP and sound processor settings during the Remote Assist session and if needed your clinician will change programs for you during the session.

Q: What happens if I am a parent/carer helping a recipient with a Remote Assist session?

A: If your smartphone has been paired with multiple sound processors, you first need to ensure that your smartphone is currently connected to the sound processor of the person scheduled for a Remote Assist session. To confirm which sound processor is connected in the Nucleus Smart App, go to Settings > About.

If the recipient has multiple parents/carers with the Nucleus Smart App installed on their smartphone, only one carer will be able to support the recipient during their Remote Assist session. That parent/carer needs to log into the Nucleus Smart App.

Q: What should I do if my Remote Assist session is not working?

A: First check your Internet connection and then follow the troubleshooting guidance in this document. If it is still not working, we recommend either you or your clinician contact Cochlear for support.

If you have any further questions about Remote Care, speak to your clinician or contact Cochlear Customer Service. Find your nearest customer service centre at:

www.cochlear.com/customer-service

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 750,000 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.

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

^ The median time taken to complete all five activities is 20 minutes for a unilateral recipient and 30 minutes for a bilateral recipient. Remote Check is user-driven, so patient related variables may impact the time taken to complete a session.

References

1. Cochlear Limited. D1739391. Remote Check Usage Investigation. April 2020.
2. Maruthurkara S, Case S, Rottier R. Evaluation of Remote Check: A Clinical Tool for Asynchronous Monitoring and Triage of Cochlear Implant Recipients. Ear Hear. 2021 Jul 27. doi: 10.1097/AUD.0000000000001106. Epub ahead of print. PMID: 34320523.

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www.cochlear.com

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

The Cochlear Nucleus 7, Nucleus 8, Nucleus 8 Nexa, Nucleus Kanso 2, Nucleus Kanso 3 and Nucleus Kanso 3 Nexa 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
ACE, Advance Off-Stylet, AOS, Ardium, AutoNRT, Autosensitivity, Baha, Baha SoftWear, BCDrive, Beam, 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, 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.

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