

# Cochlear<sup>™</sup> Remote Assist

## Frequently Asked Questions

FOR PROFESSIONALS

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## General Remote Assist information

### Q1. What is Cochlear™ Remote Assist and how does it differ from Remote Check?

Remote Assist is a new offering within Cochlear's Remote Care portfolio which leverages mobile and virtual technology to support CI aftercare without the need for an in-clinic visit.

**Remote Assist** for CI includes the ability for clinicians to connect remotely with their patients via video, audio or chat for consultation purposes, and then if required, make global adjustments to the recipient's MAP or adjust a range of processor settings via the Nucleus® Smart App and Custom Sound® Pro fitting software.

**Remote Check** offers the capability for a patient to complete a series of hearing health activities at home and then forward the results to their clinician for later review in the myCochlear™ Professional (mCP) portal.

### Q2. Does Remote Assist replace the need for an in-clinic appointment?

Remote Assist offers an alternative for some clinic-based appointments through remote counselling, troubleshooting, and programming support. Not every patient will be suitable for a Remote Assist appointment and some may prefer face-to-face appointments. We expect most clinics to offer a combination of remote and in-clinic appointments for their patients.

### Q3. What equipment is required for a Remote Assist session?

To join a Remote Assist session, a patient requires:

- A compatible implant type (Profile Plus CI600 series, Profile CI500 series, Nucleus CI24RE series, Nucleus CI422) is required for remote adjustments. Nucleus 22 series and Nucleus 24 can still benefit from a Remote Assist session for counselling and triage however will not be able to perform remote MAP adjustments.
- The minimum sound processor firmware (FW) is required for the clinician to connect to the sound processor and make MAP adjustments or enable processor settings. FW versions will be installed when connecting the sound processor to Custom Sound Pro v6.3.
- The latest version of the Nucleus Smart App with a registered Cochlear account, accessible on an Apple or Android™ smartphone that is compatible with the Nucleus 7 Sound Processor (CP1000) or Kanso 2 Sound Processor (CP1150)\*.

### Q4. Which activities can be completed during a Remote Assist session?

Once you and your patient connect in a Remote Assist session you can engage and interact via video, audio, or chat. If required, you can also connect to the sound processor via the Nucleus Smart App and make global adjustments using Master Volume, Bass and Treble to improve overall sound quality or comfort levels. Patient controlled settings can also be enabled such as ForwardFocus and mySmartSound™ using Remote Assist.

### Q5. How much time should I schedule for a Remote Assist session?

It is recommended that you initially allocate 45 minutes to an hour for your Remote Assist sessions. This allows sufficient time for counselling and potential MAP adjustments. As you become more comfortable with Remote Assist you may wish to schedule differing times based on the nature or reason for the Remote Assist session.

### Q6. Is the data for the Remote Assist session private?

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 Notice, which is available at [www.cochlear.com/corporate/privacy-current/en](http://www.cochlear.com/corporate/privacy-current/en)

### **Q7. Can Remote Assist be used with children?**

Children can be enrolled for Remote Care provided their caregiver has a Cochlear Account. Remote Assist can be used for paediatric appointments provided implant and processor compatibility requirements are met and a caregiver is available for remote support. Remote MAP adjustments should only be made if the child is able to reliably provide feedback on loudness comfort and sound quality.

### **Q8. Is Remote Assist available in different languages?**

During the controlled market release of Remote Assist, the languages available are English and Italian.

### **Q9. How are Remote Assist software updates delivered?**

During the controlled market release, updates to the Remote Assist software may become available. Updates to the Nucleus Smart App can be downloaded by the patient from the Apple App store or Google Play store. Updates to the myCochlear Professional Portal will occur automatically, while updates to Custom Sound Pro fitting software will require electronic download and installation via the current method used by your clinic.

### **Q10. Can Remote Check results be accessed in Custom Sound Pro fitting software to support my Remote Assist session?**

Remote Check results for individual patients can be downloaded in pdf format via the 'Check Review' screen in myCochlear Professional (mCP) or exported in a CSV format. Custom Sound Pro fitting software does not currently interface directly with mCP, so Remote Check data cannot be imported or viewed within the fitting software at this time.

### **Q11. What kind of internet connection does my patient need?**

Patients can connect to the Remote Assist session via WiFi, 4G or 5G. The smartphone needs to be data enabled. It is also recommended to maximize internet speed at home by asking family members to avoid streaming entertainment or playing online games during the Remote Assist session.

## Patient enrolment in Remote Care

### Q12. How do I enroll a patient for Remote Care?

Patients already enrolled into Remote Check will be automatically enrolled into Remote Care and have access to Remote Assist.

Patients not currently enrolled into Remote Check can be enrolled via the myCochlear Professional Portal and enrolment steps are as follows (it is recommended to enroll patients a minimum of 72 hours ahead of a Remote Assist session):

- Login to myCochlear Professional Portal using Google Chrome
- Go to Online Services and search for the patient you wish to enroll
- Check the Cochlear Account field to see if the patient has a Cochlear account. If there is no existing account, an invitation to create one will be sent with the enrolment invitation.
- Check that a Nucleus 7 (CP1000) or Kanso 2 (CP1150) Sound Processor is registered. Add any unregistered devices.
- For patients with a nominated caregiver who wishes to manage notifications and alerts, add their details to the parent/guardian section if not already listed.
- Click 'enrol' and then select the Remote Check type and the activities you wish the patient to complete.
- A baseline check will be sent immediately, then click 'next' to specify the date for a follow up check to be scheduled. A patient is not required to complete the baseline check prior to a Remote Assist session, but this may assist with clinical management.
- Click 'next' to complete the enrolment.
- An automated email will be generated and sent to the patient. Wording will vary according to whether they have a registered Cochlear account or not. Patients should follow the instructions provided to enable access to future Remote Care appointments.
- The Remote Care status will be updated to reflect that the patient has been successfully enrolled.
- To unenroll a patient at any time, select 'unenroll.' This cancels any checks which have not yet been submitted or reviewed and prevents access to future Remote Assist sessions.

### Q13. Why can't I find my patient when searching in the myCochlear Professional Portal ?

There are two reasons why a patient may not be visible when searching:

(1) The patient is not linked to the clinic. In this case, the clinician can search for the patient using 'Advanced Search' (additional info will be requested e.g., previous clinics, Sound Processor serial number etc.). After Remote Care enrolment the patient will be automatically linked to the clinic.

(2) The patient does not have a registered device. The clinician can register the patient's sound processor in mCP which automatically links the patient to the clinic. It is important to carefully search for a patient using the advanced search function in mCP (search first and last name, Date of Birth and processor serial number). If no recipient is found, only then create an account.

### Q14. My patient is enrolled into Remote Care, how do I schedule a Remote Assist session?

To schedule a Remote Assist session, use your standard clinic scheduling process. Remote Assist does not include a scheduling system.

### Q15. Is it necessary for a patient to complete a Remote Check before their Remote Assist session?

Upon enrolling a patient into Remote Care, the patient will have access to both Remote Check and Remote Assist. When enrolling a new patient into Remote Care for the first time, a Remote Check baseline check will be

automatically sent to the patient's Nucleus Smart App. The activities of this check can be selected by you during enrollment via the myCochlear Professional Portal. It is recommended that the patient completes a baseline Remote Check ahead of their Remote Assist session if possible, so you have a snapshot of their hearing health. However, this is not a requirement of joining a Remote Assist session.

**Q16. I enrolled a patient, so why is Remote Check and Remote Assist not appearing in their Nucleus Smart App?**

There are several reasons why Remote Check and Remote Assist may not appear in the Nucleus Smart App after enrollment:

- The Nucleus Smart App is not the most up-to-date version. Ensure automatic downloads for app updates is enabled or download the latest app version from the Apple App store or Google Play store.
- Invalid account. The account used to log into the Nucleus Smart App and paired to the sound processor must be a Recipient Account. The patient must also log into the Nucleus Smart App with the account that was used to enrol them into Remote Care. Contact Cochlear customer service for assistance with resolving account issues which can sometimes take 48 - 72 hours to resolve.
- Ensure Data Sync is enabled in the Nucleus Smart App and the smartphone is connected to the internet.

**Q17. My patient did not create an account after receiving my enrolment invitation. What happens next?**

If a patient does not complete the account creation process from the invitation email within 14 days, the activation link will expire, and you will have to either resend the email invitation with a new link, or unenroll the patient from Remote Care. Both options are available within the Patient Overview page of the myCochlear Professional Portal.

**Q18. Can a Remote Assist session be started at any time? (How much time in advance is required for an emergency troubleshooting appointment?)**

A Remote Assist session can be started at any time, provided the patient is already enrolled for Remote Care in the myCochlear Professional Portal. Both the patient and clinician connect to Remote Assist at the agreed time to begin the session. Allow a minimum of 72 hours after initial enrolment in the mCP before scheduling a Remote Assist session.

## Using Custom Sound Pro fitting software for Remote Assist

### **Q19. Which version of Custom Sound Pro fitting software is required for Remote Assist?**

Custom Sound Pro version 6.3 software (including the appropriate regional option) is required for access to Remote Assist functionality. Installation of this version of Custom Sound Pro software will require a database upgrade.

### **Q20. How do I identify patients enrolled into Remote Care when using Custom Sound Pro fitting software?**

Once the patient's enrolment status is confirmed in the myCochlear Professional Portal, you can open the relevant patient dashboard in Custom Sound Pro fitting software and start the Remote Assist session from the patient dashboard. The "Start Remote Assist" option will only be enabled for recipients who have been successfully enrolled into Remote Care.

### **Q21. What MAP adjustments can be made during a Remote Assist session?**

Global adjustments to MAPs can be made using Master Volume, Bass and Treble. Only compatible MAPs from the patient's sound processor can be adjusted during a Remote Assist session. If programming tasks other than MVBT are indicated, such as creating new MAPs, performing NRT or impedance measurements, then the patient will require an in-clinic appointment.

### **Q22. Are all MAPs suitable for remote MAP adjustments?**

MAPs must have monopolar stimulation modes, a recent compliance measurement, a dynamic range of >10 CLs and uniform pulse widths to be adjusted with Remote Assist. MAPs with atypical parameters (including mixed pulse widths, Hybrid mode enabled, pulse widths >100 usecs or 10 or more inactive electrodes) cannot be adjusted remotely. These MAPs will be displayed as read only during the Remote Assist session.

### **Q23. How are Global Adjustments applied to the MAP profile during a Remote Assist session?**

Master Volume, Bass and Treble (MVBT) adjustments are made with a 2CL step size and can be applied to C profiles only or both T and C profiles. If individual thresholds were previously measured for the MAP, then MVBT adjustments will be applied to the C profile only, with the T profile remaining fixed. If behavioural thresholds have not been measured, then adjustments will be applied to both profiles. Upper adjustment limits are contingent upon electrode compliance levels. For later generation implants, an out-of-compliance alert will be displayed during Remote Assist adjustments when MAP levels approach compliance limits, and no further increases in stimulation will be allowed.

### **Q24. During a Remote Assist session is it possible for a MAP to become corrupted?**

A MAP cannot be corrupted during a Remote Assist session.

### **Q25. Why is audio routed through the smartphone speakers and not streamed directly to the sound processor during the Remote Assist session?**

Global adjustments can only be made with live speech to ensure loudness summation is considered. This requires the sound processor to pick up sound through the external microphones rather than through direct

streaming. Video and chat options may assist patients who have difficulty communicating on the phone without using streaming.

**Q26. How can I improve video quality during a Remote Assist session?**

Video quality may be affected by poor internet connection (either in the clinic or the patient's home), or degraded performance of the clinic computer running Custom Sound Pro fitting software. This may cause a delay or lag between the video and the audio during the Remote Assist session. Follow your usual IT troubleshooting guidance including minimising unnecessary applications running in the background or disconnecting from VPN connections if permitted.

**Q27. Can I review sound processor datalogs during a Remote Assist session?**

The Custom Sound Pro data viewer is not available during a Remote Assist session, however datalogs from previous clinical visits can be viewed via the Custom Sound Pro dashboard.

**Q28. Which processor settings can be adjusted during a Remote Assist session?**

Processor settings which can be enabled or disabled in the finalise screen include ForwardFocus and mySmartSound volume, sensitivity, Master Volume limit, and Bass and Treble control settings.

**Q29. Do existing Custom Sound Pro fitting software keyboard shortcuts work in a Remote Assist session?**

Keyboard shortcuts are not available in the controlled market release version of Remote Assist.

**Q30. Are bilateral MAP adjustments supported with Remote Assist?**

For a bilateral recipient, both ears are on-air throughout the entire Remote Assist session. Easily switch between adjustments of the left and right ear without having to connect again.

**Q31. What happens if the coil becomes disconnected to the implant during a Remote Assist session?**

An error would be displayed in the status bar, disabling any further adjustments until the coil connection is re-established. The Nucleus Smart App detects and reports the coil off to Custom Sound Pro fitting software in around 5 seconds.

**Q32. What happens if the sound processor loses connection to the Nucleus Smart App during a Remote Assist session?**

For the recipient, a notification will appear in the app that the sound processor has been disconnected. For you, the Custom Sound Pro status bar will indicate that the sound processor is disconnected, disabling any further adjustments until the sound processor is reconnected. Any changes made to the MAP before connection loss will not be lost in this instance. However, if the sound processor loses power or restarts progress will be lost and adjustments will need to be restarted.

**Q33. How does Custom Sound Pro fitting software indicate that a Remote Assist session has occurred for a patient?**

The session will be recorded in session history, with a 'remote' tag. Any session notes entered during the Remote Assist session will also be saved. MAPs which have been adjusted and saved during a Remote Assist session will be displayed in the MAP>Adjust list with software listed as 'Remote'.

**Q34. Are chat messages stored from the Remote Assist session?**

Chat messages are not stored in Custom Sound Pro fitting software or by Cochlear and can no longer be accessed once the Remote Assist session is closed.

## Using the Nucleus Smart App for Remote Assist

### **Q35. What happens if the patient loses connection during a Remote Assist session?**

The patient can re-join the session via their Nucleus Smart App once connection is re-established, provided you have remained connected.

### **Q36. Are phone settings (e.g., volume) overridden during a Remote Assist session?**

The phone volume is not overridden when adjustments are being made in a Remote Assist session. Phone volume doesn't impact global MAP adjustments; however, it does affect how loud the clinician's voice sounds through the phone speakers. It is recommended that users set their phone speaker volume to maximum during Remote Assist sessions.

### **Q37. What happens if I am a parent or carer assisting a patient with a Remote Assist session?**

If your smartphone has been paired with multiple sound processors, you first need to ensure that your smartphone is currently connected to the processor(s) of the person scheduled for a Remote Assist session. To confirm which sound processor is connected in the Nucleus Smart App, go to Setting > About. If the recipient has multiple 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 with the nominated email address used by the clinic to enroll them in Remote Care services.

### **Q38. What happens if the patient does not connect to Remote Assist even though you have started the session in Custom Sound Pro fitting software?**

When you start the session in Custom Sound Pro software, a notification will be sent to the recipient's mobile device to indicate that you have joined the session and are waiting for them to join.

### **Q39. What does the patient hear when MAP adjustments are being made?**

Beeps will be heard every time MAP adjustments are made during a Remote Assist session, and also when the changes are saved to the sound processor at the end of the session. Patients may also hear beeps when some software alerts occur (such as an out-of-compliance warning).

### **Q40. What happens if the patient receives a phone call during the Remote Assist session?**

The phone call will interrupt the Remote Assist session. You will no longer be able to hear or see the patient until they disconnect the call. We advise the patient to not answer the call unless necessary. Should the patient choose to answer the call we recommend they disconnect from the Remote Assist session first so they do not experience any audio streaming issues during their phone call.

For use in controlled market release – not for wider distribution.

This material is intended for health professionals. If you are a consumer, 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 Cochlear Nucleus 7 and Kanso 2 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](http://www.cochlear.com/compatibility).

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