



**Cochlear**<sup>®</sup>  
Hear now. And always



# Cochlear Classroom Care Guides



**Troubleshooting and  
pairing Cochlear<sup>™</sup>  
Sound Processors**



# Troubleshooting and pairing Cochlear™ Sound Processors

## Troubleshooting and Wireless Paring for Nucleus® 7 and Nucleus Kanso® 2 Sound Processors

Use this guide to familiarise yourself and your child's teachers with the basics on Cochlear Nucleus 7 and Nucleus Kanso 2 Sound Processors and wireless systems in classrooms. By maximising the use of wireless systems in the classroom and supporting schools in their efforts, you can help create a learning environment for your child that enables listening.

## Nucleus 7 Sound Processor (CP1000)

### Fitting Remote Microphone Hearing Assistive Technology (RM-HAT)

The Nucleus 7 Sound Processor provides wireless connectivity with made for iPhone capabilities, and the Nucleus Smart App for iPhone and Android™ devices\*\*. In addition it has compatibility with Cochlear's True Wireless™ devices, including the Mini Microphone 2+, TV Streamer and Phone Clip.




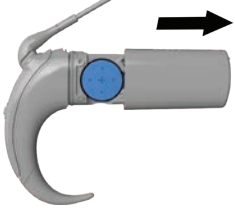
# How to change batteries

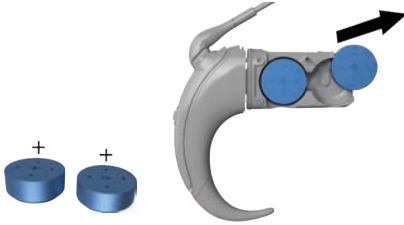
## Remove/attach rechargeable battery

- 
- 
- 1 Twist the battery module as shown to release it from the processing unit.
  - 2 Pull the battery module from the processing unit.

- 
- 
- 3 Align raised marker and arrow on battery module towards back of processing unit.
  - 4 Twist the battery module as shown to attach the parts. The processor turns on automatically.

## Change disposable batteries

- 
- 
- 1 Turn the lock screw counterclockwise to unlock the tamper resistant battery cover (clockwise to lock).
  - 2 Slide to open.

- 
- 3 Insert two new 675 (PR44) zinc air disposable batteries (not silver oxide or alkaline), flat side facing up. The processor turns on automatically.

## Turn on and off

**To turn on, either:**  
Connect the battery  
If the battery is already connected, short-press the button.



**To turn off, either:**  
Disconnect the battery  
Press and hold the button for 5 seconds. The light will change to steady orange as the processor turns off.



## Change programs

Short-press the button to switch between programs.



## Mini Microphone

Once the processor has been paired to the mini microphone, press and hold the button for 2 seconds then release to stream audio.

Press and release again if the telecoil is enabled or you need to cycle to the next audio source.

**Blue:** Wireless Accessory is streaming audio.

Short press the button to stop streaming.

**Green:** Wireless Accessory is not streaming.



## Telecoil\*

Press and hold the button for 2 seconds then release to turn on telecoil.

Short press the button to turn off telecoil.

**Blue:** telecoil/accessory is working.

**Green:** telecoil/accessory is off.

\* Needs to be enabled by the clinician .



## Nucleus Smart App

Use the Nucleus Smart App\*\* to:

Lock the sound processor's control button.

Change volume and sensitivity.

## Everyday use

LIGHT	WHAT IT MEANS
	Processor flashes while receiving sound from microphones (Child mode only).
	Turning on and changing programs. Number of flashes indicates the number of the current program.
	Turning off processor.

## Locking button

LIGHT	WHAT IT MEANS
	Locking processor button.
	Unlocking processor button.
	Processor button is locked.

## Streaming audio

LIGHT	WHAT IT MEANS
	Processor flashes when pairing to wireless accessory is successful.
	Processor flashes while receiving audio from an audio source (Child mode only).

## Alerts

LIGHT	WHAT IT MEANS
	Processor flashes while it is off the recipient's head (or connected to the wrong implant).
	Processor batteries are low. Change batteries.
	Fault. Contact clinician. Stays on until the issue is resolved.

### Note:

1. If the mini microphone stops or is muted, the lights on the processor/s will also stop (i.e., no green flashing lights or blue flashing lights if 'child' lights are activated in the programming software).
2. There will be no orange light if the coil is off the implant and the mini microphone is still streaming. In this scenario, the blue LED will be flashing.

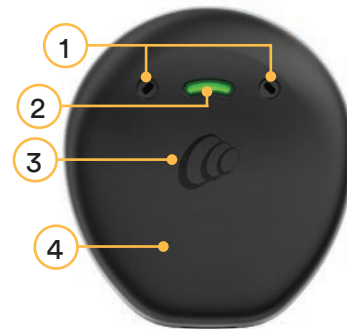


# Nucleus Kanso<sup>®</sup> 2 Sound Processor (CP1150)

Designed for comfort and ease of use, the Kanso 2 Sound Processor combines an off-the-ear wearing option with the latest connectivity features and proven hearing performance technology<sup>1-4</sup>, giving recipients the freedom to hear clearly in more listening environments.

The Kanso 2 Sound Processor is the smallest and lightest<sup>5,6</sup> off-the-ear sound processor available, with a built-in rechargeable battery and improved dust and water resistance\* to help recipients hear comfortably all day with confidence.

Kanso 2 Sound Processor features direct streaming and control with compatible Apple and Android devices\*\* without the need for any attachments to the sound processor.



Front

1. Microphone ports
2. Indicator light
3. Cochlear logo
4. Cover

## Charge your processor

Your processor has an internal battery that needs regular charging.

Please charge your sound processor as soon as you receive it.

To recharge your processor's internal battery you can:

- place it in the **Home Charger** or
- attach it to the **Portable Charger**.

Refer to the *Chargers User Guide* for details.

## Nucleus Smart App

With a compatible Apple or Android device, you can use the Nucleus Smart App to control and monitor your sound processor\*\*. Please refer to your app user guide for details.

## Control options

The table below compares the three ways you can control your sound processor.

FUNCTION	TAP PROCESSOR	REMOTE CONTROL	NUCLEUS SMART APP
Turn ON/OFF	X		
Program		X	X
Volume		X	X
Sensitivity		X	X
Audio Source		X	X
Master Volume Limit			X
Bass / Treble			X
ForwardFocus <sup>^</sup>			X

## Turn on and off

### Turn on

To turn your processor on:

- **Auto-on** – place processor on your head
- or
- **Double-tap** (2 taps – quick and firm).



As the processor turns on, the light flashes **green**.

## Turn off





To turn your processor off:

- **Auto-off** – remove it from your head and wait two minutes (if enabled by your clinician)
- or
- **Triple-tap** (3 taps – quick and firm).



As the processor turns off, the light changes to **steady orange**.

## Everyday use

INDICATOR LIGHTS	WHAT IT MEANS
 Green flashes	Turning on processor. The number of flashes indicates the number of the current program.
 Quick green flashes	Processor flashes while receiving sound from microphones (Child mode only).
 Orange flashes	Processor is off the implant.
 Long flash of orange	Processor is turning off.



# Mini Microphone 2+ (MM2+)

## True Wireless™ Mini Microphone 2+: Tips on Device Pairing and Usage

The MM2+ is part of Cochlear's True Wireless device range. It connects directly to sound processors using Bluetooth® technology and can help children hear more clearly in noisy classrooms.

The teacher can clip the MM2+ onto their collar during lesson time, or it can be used during group games and learning. See our tips for use (pg 10).

## Advantages:

- Direct streaming from the remote microphone to the processor (discreet option).
- Inexpensive compared to other systems.
- Compatible with Nucleus, Baha® and ReSound technology.
- Extended audio input capabilities, including conference microphone, line-in direct audio input, telecoil, and Euro adaptor (see next option for Universal Receiver with MM2+).



## Pairing the Nucleus 7 Sound Processor

### Pairing to a MM2+

1. Remove the sound processor from the ear. Disconnect the battery.
2. Turn on the microphone.
3. Press the pairing button on the Mini Microphone 2+ once using the tip of a pen or similar object. The LED will flash yellow every 2 seconds and the Mini Microphone will now be in pairing mode for 20 seconds.
4. While pairing mode is active (20 seconds), attach the battery to the Nucleus 7 Sound Processor. A blue indicator light flashes to show that pairing has been successful.





# Streaming

## Streaming using the button on the sound processor

1. Turn on the sound processor and the MM2+.
2. Press and hold the button on the processor for 2 seconds, then release.
3. A blue light on the processor will indicate that streaming has started.



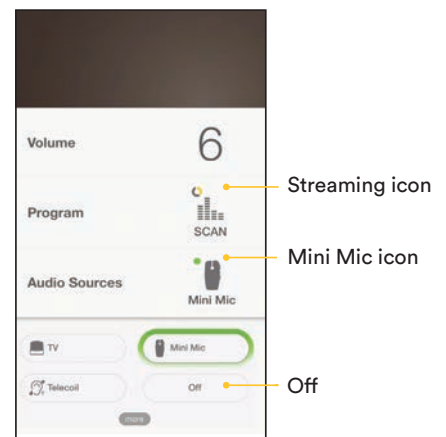
## Pairing to the CR310 Remote Control

1. Turn on the sound processor and the MM2+.
2. Press and hold the Telecoil button for 2 seconds, then release. Audio will start streaming through the Mini Microphone.
3. To stop streaming, press the Telecoil button.



## Pairing to the Nucleus Smart App

1. Turn on the sound processor and the MM2+.
2. Start the Nucleus Smart App.
3. Tap Audio Sources and tap the Mini Mic icon. The sound processor flashes a blue light to indicate streaming.
4. The Mini Mic streaming icon displays on the app.
5. To stop streaming, tap off.



# Pairing the Nucleus Kanso 2 Sound Processor

## Pairing to a compatible smartphone\*\*

1. Turn the sound processor off.
2. Place the compatible smartphone into pairing mode.
3. Apple devices: Open 'Settings', select 'Accessibility' and then select 'Hearing Devices'. Select the name of the sound processor(s) to be paired.
4. Android™ devices: Open the Nucleus Smart App and follow the prompts on the screen.
5. While the compatible smartphone is in pairing mode, turn the sound processor on to allow the sound processor to be discoverable by the compatible smartphone. To watch a video demonstration of the pairing process, visit [www.nucleusmartapp.com/pair](http://www.nucleusmartapp.com/pair). If pairing a left and right sound processor, they will need to be turned on at the same time.
6. The Kanso 2 Sound Processor LED will flash blue for four seconds after pairing the compatible smartphone is successful.



### Pro tip:

Set the volume on the MM2+ or iPhone so that the sound level meter on the Nucleus Smart App (for Nucleus 7 Sound Processor), or the CR230 shows the 50-70dB indicator. You can see the 50-70dB indicator marked by a small line in the middle of the sound level meter.

## Pairing to a MM2+

1. Turn on the MM2+ and place it in 'pairing mode' by gently using a pen to press the pairing button of the device. The pairing mode will be active for 20 seconds.
2. Note: pressing once will pair to the first accessory channel. Pairing to the second and third channels requires two and three presses of the pairing button, respectively. For more information, see the User Guide of the wireless device to be paired.
3. While the MM2+ is in pairing mode, turn the sound processor on to allow the sound processor to be discoverable by the True Wireless device. To watch a video demonstration, visit [www.nucleusmartapp.com/pair](http://www.nucleusmartapp.com/pair).
4. The sound processor will flash blue for four seconds when pairing to the wireless device is successful.



## Pairing to the CR310 Remote Control

1. With the sound processor and remote control turned on, place the back of the sound processor coil on the back of the remote control. The remote control will display [ ] while pairing.
2. The sound processor will flash green and the remote control will display the program number and loudness when pairing has been successful.



## Tips for Use:

Keep the MM2+ 10-40cm or less from the speaker's mouth in an upright position (the upright position ensures the MM2+ is in a directional setting, which helps reduce background noise).

To use in small group activities, place the MM2+ horizontally on the table or desk.

The mode button can be used to toggle between audio sources. Please note that when something is first plugged in, the MM2+ will automatically switch to that source.

If the MM2+ is out of range of the processor, the processor will automatically switch out of streaming mode in 5 minutes; it will not automatically switch back into streaming mode if 5 minutes has passed, so the user will need to activate streaming when they want to listen to the MM2+ again.

One MM2+ may be paired to multiple hearing instruments or sound processors; one sound processor may be paired with up to 3 MM2+ (see user manual for details).

Use the volume "+" and "-" buttons to adjust the streamed audio to a comfortable level. A short yellow flash of the mute LED indicates every volume change. A longer yellow flash indicates that the maximum or minimum volume level has been reached (Volume Range is -24 dB to +12 dB with 3 dB increments. The default is 0 dB). The Mini Microphone will revert to its default level when restarted.

The mute button can be used to mute and unmute the streamed signal. The mute LED will flash yellow while muted.

If connection to the MM2+ is lost, it will automatically reconnect if the connection is re-established within 5 minutes. If not, streaming will need to be activated again.



**For more information, please contact your local customer service team.**

# Cochlear Family

## Hear now. And always

As the global leader in implantable hearing solutions, Cochlear is dedicated to helping people with moderate to profound hearing loss experience a life full of hearing. We have provided more than 600,000 implantable devices, helping 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 innovative future technologies. We have the industry's best clinical, research and support networks.

That's why more people choose Cochlear than any other hearing implant company.

### References

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\*The Kanso 2 Sound Processor is dust and water resistant to level of IP68 of the International Standard IEC60529. The Kanso 2 Sound Processor with Aqua+ is dust and water resistant to level of IP68 of the International Standard IEC60529. This water protection rating means that the sound processor with the Aqua+ can be continuously submerged under water to a depth of up to 3 meters (9 feet and 9 inches) for up to 2 hours. The Aqua+ accessory should be used when participating in prolonged water activities.

\*\* 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)

\*ForwardFocus is a clinician enabled, user controlled function.

Visit [Cochlear.com](http://Cochlear.com) for more detailed information or call your local customer service team.

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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 instructions for use. Not all products are available in all countries. Please contact your local Cochlear representative for product information. Consult your health professional to determine if you are a candidate for Cochlear technology.

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

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