

# Cochlear Family

Practical guide for staying  
socially connected

# Introduction

This guide contains practical advice to help you stay socially connected. Whether you're wanting to discover new hobbies, meet new people or become more socially active, we want to help you actively participate in conversations. We also share tips on how to optimise your hearing at events or gatherings, and on the phone or video calls with friends and family.

## Staying connected at social events and gatherings

### Educate others about your hearing needs

- 1 • Don't be afraid to share your hearing needs with your conversational partner. Remember to be specific about what will help you to hear. For example, if people are talking simultaneously, let them know that it helps you to hear if they speak one by one. You will find that people are happy to accommodate your needs, provided that they are aware and know how.

### Be mindful of where you are seated

- 2 • Request a seating plan: Meeting new people at noisy parties or restaurants can be a challenge, particularly when you are trying to hear their first name during introductions. You may find it helpful to request a seating plan or attendee list from the host prior to the event.
- Place your back to the noise source: We recommend arriving early to scope out the seating arrangements. If possible, ask the event host if you can have a seat that has your back to the wall or facing away from any loud noise sources.
- Look for good lighting: Dim lighting can make reading lips and facial expressions more difficult. Where possible, ensure that there is good natural or overhead lighting.

### Look for quieter environments to have one-on-one conversations

- 3 • Depending on the location of the event, we recommend taking note of areas with less background noise. If you are having trouble hearing the person you are speaking with, you could try moving to another room, or to a quieter corner to continue your conversation.

### Optimise your technology

- 4 • Check your sound processor settings: We also recommend speaking with your hearing healthcare professional about settings or listening programs to optimise your hearing. For example, you may find that enabling features of your sound processor helps to reduce background noise behind you, so you can hear speech more clearly in front of you.
- Use assistive hearing devices: If you have a wireless assistive listening device, try placing this horizontally in the centre of the group. This may help improve speech clarity and reduce listening effort. During one-on-one conversations in noise, you may find it helpful to hold the assistive device toward your conversational partner or ask them to clip it to their top.
- Use your iPhone: If your sound processor has direct streaming capabilities\*\*, try placing your compatible iPhone in the centre of the group and enable the Live Listen function. With Live Listen, your iPhone can act like a microphone that sends the sound signal directly to your sound processor.





“I am able to hear voices on phone calls much clearer without any buffering or asking to repeat again and again. I’m able to hear friends and colleagues much clearer and the quality is much better.”

Angeline, Cochlear™ Nucleus® system recipient.

## Staying connected on the phone and on video calls

Put clear communication into practice

- 1 • When you are talking to others on the phone or on video calls, remind others to use good phone technique and speak clearly. For example, you can ask your conversational partners to speak directly into the mouthpiece and speak naturally at a moderate speed.
- If you are on a video call, remind conversational partners to face the camera when speaking and to choose a quiet location with good lighting so you can see their face during the call. You can also ask them to use a headset or earphones to help maximise the clarity of their speech.

Optimise your environment

- 2 • When you are taking video or phone calls, we recommend choosing location with minimal background noise. This will help you to hear the conversation more easily.
- If the person you are speaking to is in a noisy environment like a café or taking a call using handsfree, don’t be afraid to ask them to move to a quieter location or ask to call them back at a later time.





### Optimise your technology

- 3
- We recommend speaking to your hearing healthcare professional about how to optimise the settings on your sound processor. For example, you may wish to discuss enabling features to help reduce the environmental noise behind you while you are on video calls.
  - Direct streaming: Streaming audio directly from your compatible mobile phone to the sound processor can help to optimise speech clarity on phone calls. We recommend directly streaming phone and video audio using a compatible\*\* Apple™ or Android™ device. For information regarding the compatibility of Cochlear's Sound Processors with Apple or Android devices, visit [www.cochlear.com/compatibility](http://www.cochlear.com/compatibility)
  - Wireless devices: Wireless streaming can be achieved using the assistive listening devices. Visit the Device Support page on [cochlear.com](http://cochlear.com) or refer to your sound processor user manual for instructions on how to pair and stream sound from your device.

### Invest time into doing listening exercises

- 4
- Phone strategies: If you are not too confident having conversations on the phone or online, we have developed a guide containing phone listening exercises you can do in the comfort of your home. Refer to the *Adult Phone and Online Communication Guide* for more specific tips and listening exercises you can do to help build your confidence.
  - Communication strategies: Familiarising yourself with communication repair strategies can go a long way toward facilitating better communication. It will also help you to better guide your conversational partner on the specific things they can do to help you. For more information, refer to the *Adult Communication Strategies Guide*.

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

# 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 helped more than 700,000 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.

[www.cochlear.com](https://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 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.

Cochlear™ Nucleus® implant systems are intended for the treatment of moderately severe to profound hearing loss. Baha implant systems are intended for the treatment of moderate to profound hearing loss. Cochlear, Hear now. And Always, the elliptical logo, True Wireless, Nucleus, ForwardFocus\*, Kanso and Baha are either trademarks or registered trademarks of Cochlear group of companies.

Apple, the Apple logo, Apple Watch, FaceTime, Made for iPad logo, Made for iPhone logo, Made for iPod logo, iPhone, iPad Pro, iPad Air, iPad mini, iPad and iPod touch are trademarks of Apple Inc., registered in the U.S. and other countries. App Store is a service mark of Apple Inc., registered in the U.S. and other countries. Android is a trademark of Google LLC.

© Cochlear Limited 2025. D1899178 V2 2025-06