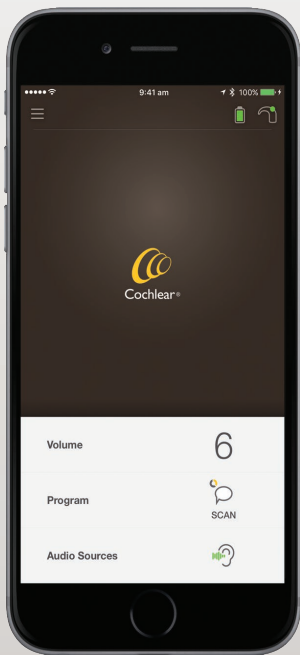


Nucleus[®] Smart App

Version 1.0

User Guide



Hear now. And always



Get started!

Nucleus Smart App is intended to allow you to make adjustments to your sound processor (such as changing volume or programs, and selecting audio sources), and to monitor battery levels and receive alerts for coil off and sound processor issues.

Step		Page
1	Download the Nucleus® Smart App Version 1.0 from the App Store® to your iPhone® or iPod touch® *	-
2	IMPORTANT! Pair your sound processor(s) to your device See the <i>Nucleus 7 Sound Processor Pairing Guide</i>	-
3	Run the Nucleus Smart App	4
4	Follow the instructions on the screen to log in and set up the app	-
5	Start using the app!	5

* Nucleus Smart App is compatible with iPhone 5 and iPod touch 6th generation devices (or later) running iOS 10 or higher. It is not designed for use with other Apple® devices.

Pairing basics

Pair your processor(s)	2
Unpair your processor(s)	3

Use

Run the Nucleus Smart App	4
The home screen.....	5
Control one or two processors.....	6
Adjust volume.....	8
Change program.....	9
Stream audio	10
Adjust streamed audio.....	11
Adjust sensitivity.....	12
Adjust bass and treble.....	13
Adjust master volume limit.....	14
Troubleshoot	15
Check status.....	16
Settings menu.....	18

For more information, see the *Nucleus 7 Sound Processor User Guide*.

Visit us online for tips, how-to videos and more:
www.cochlear.com/

Pair your processor(s)

You need to pair your sound processor(s) to your device (e.g. iPhone, iPod touch), before you can use the app's communication and control features.



NOTE

You can pair your sound processor with up to 5 compatible devices, but you can only control it from one device at any time.



WARNING

Consider security when connecting your sound processor to devices such as smartphones or tablets. Only connect to devices that are protected, e.g. password or PIN access control. Do not connect to devices that have had their operating system altered.

See the *Nucleus 7 Sound Processor Pairing Guide* for step-by-step instructions.

Unpair your processor(s)

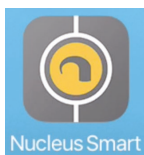
If you change your sound processor(s), for example if you receive a new sound processor from the repair centre, you need to:

- First **Unpair** the old sound processor(s),
- Then **Pair** the new sound processor(s).

See the *Nucleus 7 Sound Processor Pairing Guide* for step-by-step instructions.

Run the Nucleus Smart App

1. Tap the **Nucleus Smart** icon to start the app.



2. **Set up the app.** The first time you run the app, a series of screens step you through setting it up.



NOTE

You will need to log in to the app using your Cochlear account.

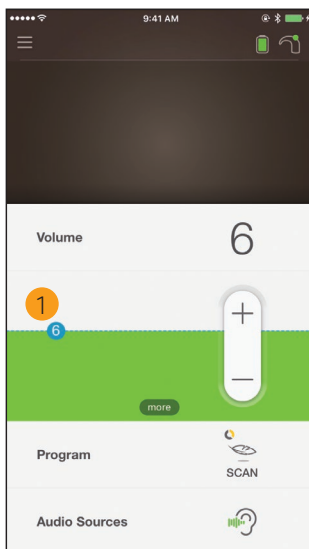
The home screen



- 1 Sound processor battery level
- 2 Sound processor status
- 3 Control panel (closed)
- 4 Control panel (open)
- 5 Setting name
- 6 Setting current value
- 7 Setting controls

Control one or two processors

You will see a green bar and one control if you only have one paired sound processor.

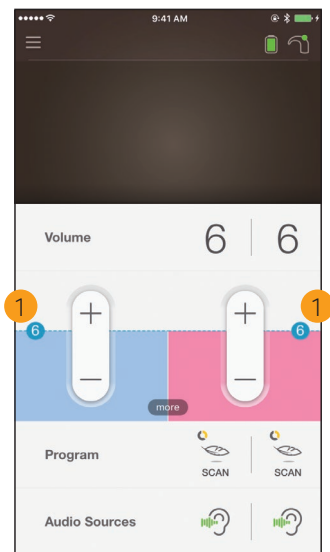


- 1 Default value (set by clinician). May be different for each program, and for different sound processors.

If you have **two paired sound processors** you can control them together (one control button) or separately (two buttons, as shown here):

- Left side controls are blue
- Right side controls are red.

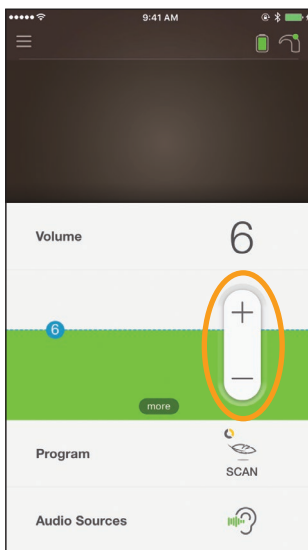
Change this using the *Settings menu* (see page 18).



- 1 Default value (set by clinician). May be different for each program, and for different sound processors.

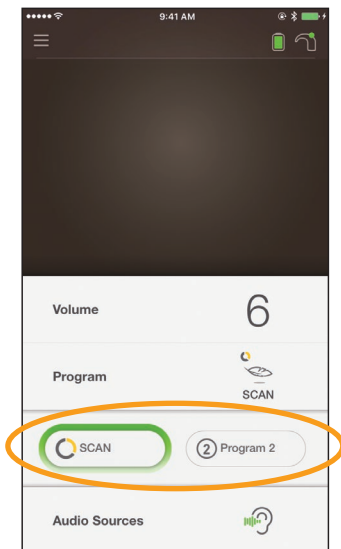
Adjust volume

1. Tap **Volume** to open its control panel.
2. Tap **+** / **-** to change volume.



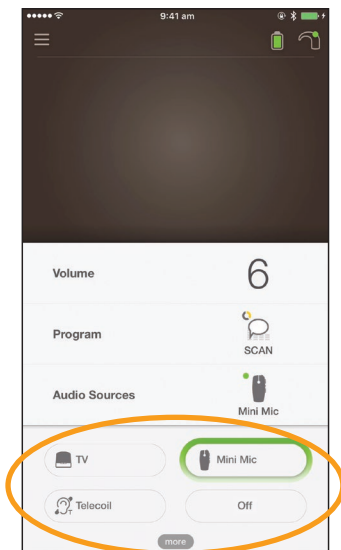
Change program

1. Tap **Program** to open its control panel.
2. Tap the icon for the program you want to use.



Stream audio

1. Tap **Audio Sources** to open its control panel.
2. Tap the **icon** for the audio source you want to use.



TIP

Tap **Off** or **X** to stop streaming audio and return to the previous program.

Adjust streamed audio

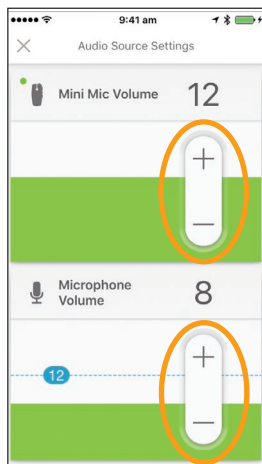
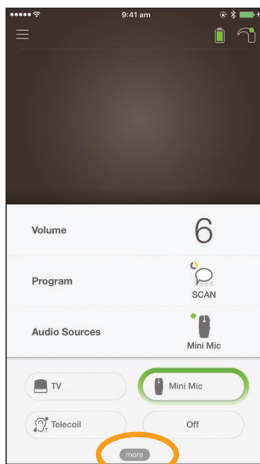
You can separately change the volume of the streamed audio and sound from your processor microphones.



NOTE

Audio Source Settings return to the default setting when you turn your sound processor off.

1. Start streaming from an Audio Source.
2. Tap **more** to open the **Audio Source Settings** control panel.
3. Tap **+ / -** to change settings.



4. Tap **X** at top left to close the **Audio Source Settings** control panel.

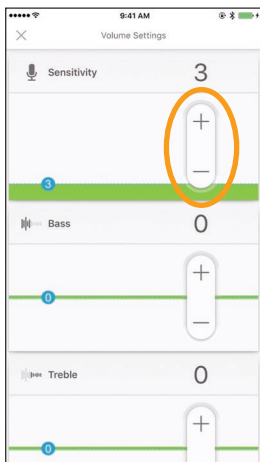
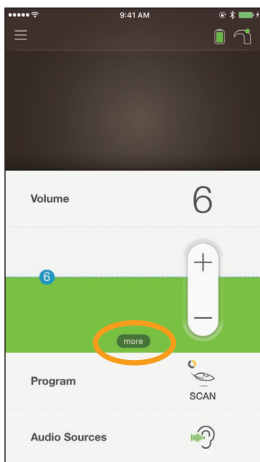
Adjust sensitivity



NOTE

- Sensitivity is only available if enabled by your clinician.
- Sensitivity returns to the default setting when you turn your sound processor off.

1. Tap **Volume** to open its control panel.
2. Tap **more** to open the **Volume Settings** control panel.
3. Tap **+ / -** to change sensitivity.



4. Tap **X** at top left to close the **Volume Settings** control panel.

Adjust bass and treble



NOTE

Bass and treble are only available if enabled by your clinician.

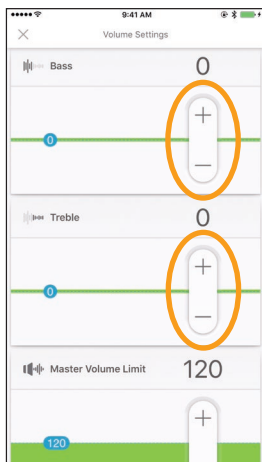
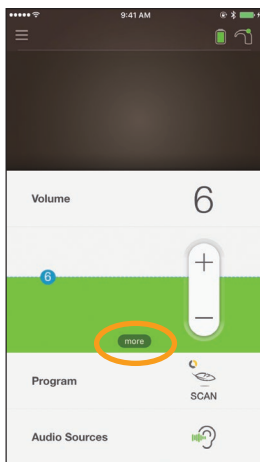


WARNING

Only adjust this when you can hear sounds or speech.

Increasing bass or treble may cause loud sounds or discomfort at high levels. If this occurs, remove the processor/coil immediately and decrease the bass or treble before replacing.

1. Tap **Volume** to open its control panel.
2. Tap **more** to open the **Volume Settings** control panel.
3. Tap **+ / -** to change bass or treble.



4. Tap **X** at top left to close the **Volume Settings** control panel.

Adjust master volume limit



NOTE

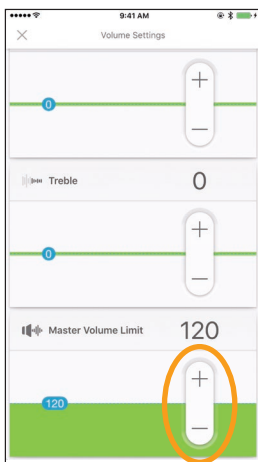
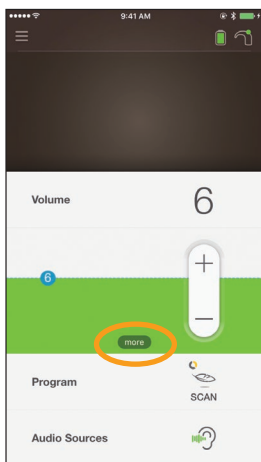
Master volume limit is only available if enabled by your clinician.



WARNING

Only adjust this when you can hear sounds or speech. Increasing master volume limit may cause loud sounds or discomfort at high levels. If this occurs, remove the processor/coil immediately and decrease the master volume limit before replacing.

1. Tap **Volume** to open its control panel.
2. Tap **more** to open the **Volume Settings** control panel.
3. Tap **+ / -** to change master volume.



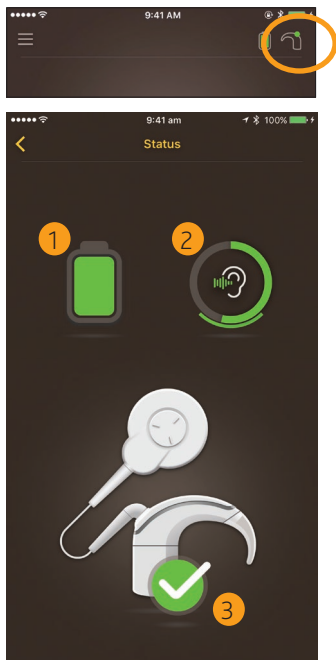
4. Tap **X** at top left to close the **Volume Settings** control panel.

Troubleshoot

Problem	Resolution
You have trouble connecting to the app	<ol style="list-style-type: none">1. Restart your sound processor.2. Restart the app.3. Restart the device running the app.
You don't receive notifications	<ol style="list-style-type: none">1. Check that the app is running on your device.

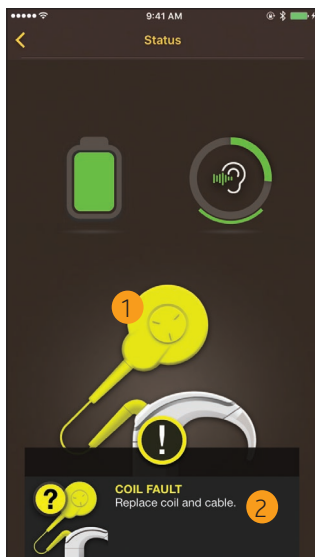
Check status

Tap the icon to open the **Status** screen.



- 1 Sound processor battery level.
- 2 Sound level being delivered to the sound processor. Icon displays source (e.g. microphones, telecoil, wireless accessory). Coloured bar indicates level.
- 3 Sound processor status indicator:
 - Green tick indicates no faults

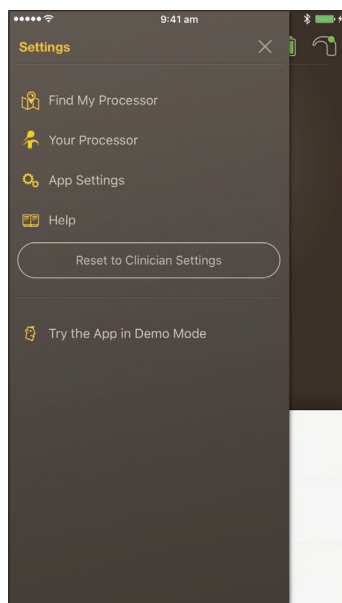
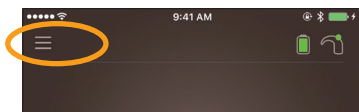
If your sound processor has a fault, you will see a screen like this:



- 1 Sound processor part with the fault displays in yellow.
- 2 Description of fault and suggested solution.

Settings menu

Tap the **menu** icon at top left of the screen to open the **Settings** menu.

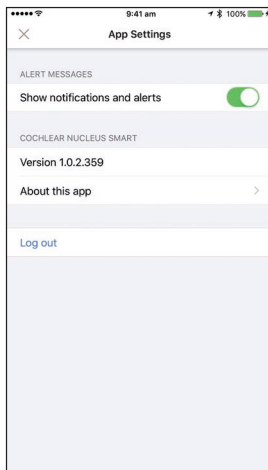
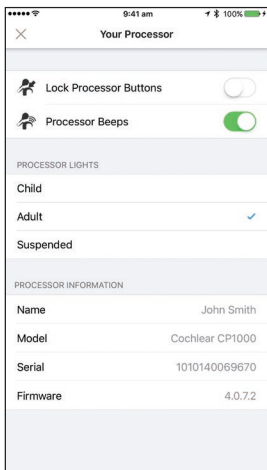


Tap **Your Processor** to:

- Lock processor button
- Turn beeps on/off
- Set processor lights
- View processor information.

Tap **App Settings** to:

- Turn notifications and alerts on/off
- View app information.



Tap **Reset to Clinician Settings** to change your processor settings back to those set by your clinician.

Tap **Try the App in Demo Mode** to learn how to use the app without affecting your processor(s).

This software fulfils the essential requirements listed in Annex 1 of the EC directive 90/385/EEC on Active Implantable Medical Devices as per the conformity assessment procedure in Annex 2.



The year in which authorisation to affix the CE mark was granted was 2017.

Hear now. And always

Cochlear Ltd (ABN 96 002 618 073) 1 University Avenue, Macquarie University, NSW 2109, Australia
Tel: +61 2 9428 6555 Fax: +61 2 9428 6352

Cochlear Ltd (ABN 96 002 618 073) 14 Mars Road, Lane Cove, NSW 2066, Australia
Tel: +61 2 9428 6555 Fax: +61 2 9428 6352

Cochlear Deutschland GmbH & Co. KG Karl-Wiechert-Allee 76A, 30625 Hannover, Germany
Tel: +49 511 542 770 Fax: +49 511 542 7770

Cochlear Americas 13059 E Peakview Avenue, Centennial, CO 80111, USA
Tel: +1 303 790 9010 Fax: +1 303 792 9025

Cochlear Canada Inc 2500-120 Adelaide Street West, Toronto, ON M5H 1T1, Canada
Tel: +1 416 972 5082 Fax: +1 416 972 5083

Cochlear AG EMEA Headquarters, Peter Merian-Weg 4, 4052 Basel, Switzerland
Tel: +41 61 205 8204 Fax: +41 61 205 8205

Cochlear Europe Ltd 6 Dashwood Lang Road, Bourne Business Park, Addlestone, Surrey KT15 2HJ, United Kingdom
Tel: +44 1932 26 3400 Fax: +44 1932 26 3426

Cochlear Benelux NV Schaliënhoedreef 20 i, B-2800 Mechelen, Belgium
Tel: +32 15 79 55 11 Fax: +32 15 79 55 70

Cochlear France S.A.S. 135 Route de Saint-Simon, 31035 Toulouse, France
Tel: +33 5 34 63 85 85 (International) or 0805 200 016 (National) Fax: +33 5 34 63 85 80

Cochlear Italia S.r.l. Via Larga 33, 40138 Bologna, Italy
Tel: +39 051 601 53 11 Fax: +39 051 39 20 62

Cochlear Nordic AB Konstruktionsvägen 14, 435 33 Mölnlycke, Sweden
Tel: +46 31 335 14 61 Fax: +46 31 335 14 60

Cochlear Tıbbi Cihazlar ve Sağlık Hizmetleri Ltd. Şti.
Çubuklu Mah. Boğaziçi Cad., Boğaziçi Plaza No: 6/1, Kavacık, TR-34805 Beykoz-Istanbul, Turkey
Tel: +90 216 538 5900 Fax: +90 216 538 5919

Cochlear (HK) Limited Room 1204, 12/F, CRE Building, No 303 Hennessy Road, Wanchai, Hong Kong SAR
Tel: +852 2530 5773 Fax: +852 2530 5183

Cochlear Korea Ltd 1st floor, Cheongwon Building 33, Teheran-ro 8 gil, Gangnam-gu, Seoul, Korea
Tel: +82 2 533 4450 Fax: +82 2 533 8408

Cochlear Medical Device (Beijing) Co., Ltd
Unit 2208-2212, Tower B, Gemdale Building, 91 Jianguo Road, Chaoyang District, Beijing 100022, P.R. China
Tel: +86 10 5909 7800 Fax: +86 10 5909 7900

Cochlear Medical Device Company India Pvt. Ltd.
Ground Floor, Platina Building, Plot No C-59, G-Block, Bandra Kurla Complex, Bandra (E), Mumbai – 400 051, India
Tel: +91 22 6112 1111 Fax: +91 22 6112 1100

株式会社日本コクレア (Nihon Cochlear Co Ltd) 〒113-0033 東京都文京区本郷2-3-7 お茶の水元町ビル
Tel: +81 3 3817 0241 Fax: +81 3 3817 0245

Cochlear Middle East FZ-LLC
Dubai Healthcare City, Al Razi Building 64, Block A, Ground Floor, Offices IR1 and IR2, Dubai, United Arab Emirates
Tel: +971 4 818 4400 Fax: +971 4 361 8925

Cochlear Latinoamérica S.A.
International Business Park, Building 3835, Office 403, Panama Pacifico, Panama
Tel: +507 830 6220 Fax: +507 830 6218

Cochlear NZ Limited
Level 4, Takapuna Towers, 19-21 Corno St, Takapuna, Auckland 0622, New Zealand
Tel: + 64 9 914 1983 Fax: 0800 886 036

www.cochlear.com



Download on the
App Store

ACE, Advance Off-Stylet, AOS, AutoNRT, Autosensitivity, Beam, Button, Carina, Cochlear, コクレア, Codacs, Contour, Contour Advance, Custom Sound, ESprit, Freedom, Hear now. And always, Hugfit, Hybrid, inHear, Invisible Hearing, Kanso, MET, MP3000, myCochlear, NRT, Nucleus, 科利耳, Off-Stylet, Slimline, SmartSound, Softip, SoftWear, Sprint, True Wireless, the elliptical logo and Whisper are either trademarks or registered trademarks of Cochlear Limited. Ardium, Baha, Baha SoftWear, BCDrive, DermaLock, EveryWear, Vistafix and WindShield are either trademarks or registered trademarks of Cochlear Bone Anchored Solutions AB. App Store, Apple, iPhone and iPod touch are trademarks of Apple Inc, registered in the U.S. and other countries.

© Cochlear Limited 2017

D719021 ISS2 APR17



Cochlear®