

Nucleus[®] 7 Sound Processor

User Guide



CP1000

Hear now. And always



This guide is intended for Cochlear implant recipients and their carers using the Cochlear™ Nucleus® 7 Sound Processor (model number: CP1000). The processor works with your implant to transfer sound to your ear, and is made up of a processing unit, earhook, coil and cable, magnet and a battery module.

You can power your processor with disposable or rechargeable batteries.

You can control your processor by pressing its button, or by using your Cochlear Remote Control or the Nucleus Smart App.

People with certain types of hearing loss can wear the processor in Hybrid™ mode by adding an acoustic component which sends amplified acoustic sound into the ear canal.

A number of tools and accessories are supplied with your processor.



NOTES

- Refer to the relevant sections for cautions and warnings relating to the use of the Nucleus 7 Sound Processor, batteries and components.
- Please also refer to your *Important Information* document for essential advice that applies to Cochlear implant systems.

Symbols used in this guide



NOTE

Important information or advice.



TIP

Time saving hint.



CAUTION (no harm)

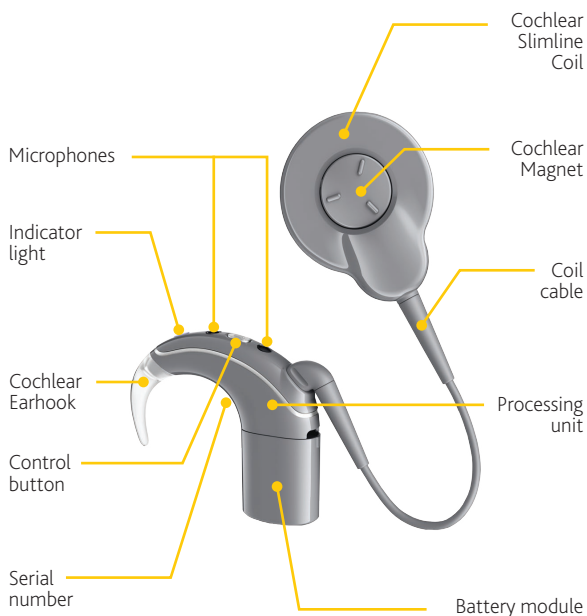
Special care to be taken to ensure safety and effectiveness. Could cause damage to equipment.



WARNING (harmful)

Potential safety hazards and serious adverse reactions. Could cause harm to person.

Nucleus 7 Sound Processor



Contents

Power

Batteries	4
Battery life	5
Lock the battery module to the processor	6
Lock the disposable battery module cover	7
Replace the battery module	8
Change disposable batteries	10
Charge rechargeable batteries	12

Use

Made for iPhone	18
Pair with remote devices	18
Control options	19
Lock the control button	19
Turn on and off	20
Change program	22
Change volume and sensitivity	22
Telecoil	23
Wireless accessories	24
Use monitor earphones	26

Wear

Wear your processor	28
For users with two implants	29
Change earhooks	30
Retention accessories	31
Sport and exercise	35
Travel	36
Flight mode	37

Care

Regular care	38
Battery charger care	40
Storage	41
Water, sand and dirt	42
Change microphone cover	44
Change the coil	46
Change the coil magnet	47

Lights and Beeps	48
----------------------------	----

Troubleshoot	54
------------------------	----

Cautions	61
--------------------	----

Warnings

For parents and carers.	62
Processors and parts	64
Batteries	67
Medical treatments	69

Other information	72
-----------------------------	----

Batteries

You have a choice of three battery types for the Nucleus 7 Sound Processor:



The disposable battery module consists of:

- Cochlear Battery Cover
- Cochlear Battery Holder

It uses two disposable batteries and has a tamper-resistant lock.



The Cochlear Standard Rechargeable Battery Module



The Cochlear Compact Rechargeable Battery Module

Battery life

Batteries should be replaced as needed just as you would with any other electronic device. Battery life varies according to the programs used each day, your implant type, the thickness of skin covering your implant, and the size and type of battery.

The rechargeable battery's lifespan is at least 400 charge cycles. A completely empty rechargeable battery will take approximately four hours to recharge.

Rechargeable batteries may take longer to fully recharge with age. To get the longest life from the rechargeable batteries, always recharge before use.

To help you get the longest life from the batteries, your clinician can set your sound processor to turn off two minutes after you take it off your implant.

Lock the battery module to the processor

To increase tamper resistance, the battery module can be locked to the sound processor.



1. Push the lock to the far left to lock the battery module.



2. Push the lock to the far right to unlock the battery module.



CAUTION

Always check this lock is unlocked before attaching or removing the battery module.



Lock the disposable battery module cover

The disposable battery module has a tamper-resistant lock to help prevent children opening the battery cover.



LOCK Turn the locking screw **clockwise** with the battery cover locking tool until it is in a **horizontal** position.

UNLOCK Turn the locking screw **anticlockwise** until it is in a **vertical** position.



CAUTION

Always check the locking screw is unlocked before attaching or removing the battery cover.

Replace the battery module

Remove the battery module



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



2. Pull the battery module from the processing unit.



CAUTION

Always check the tamper-resistant lock is unlocked before removing the battery module (see page 6).

Attach the battery module

1. Fit the parts together with the battery module at a slight angle to the processor socket.

Rechargeable battery module:
align raised marker and arrow on battery module towards back of processing unit

Disposable battery module:
align indents and lock on battery module towards back of processing unit



2. Twist the battery module as shown to attach the parts.

Your processor will turn on automatically.



NOTE

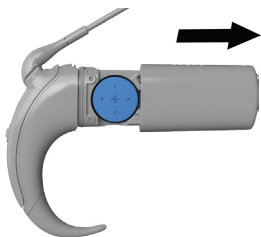
If you do not put your processor on your implant, it will turn off automatically after two minutes, if enabled by your clinician.

Change disposable batteries

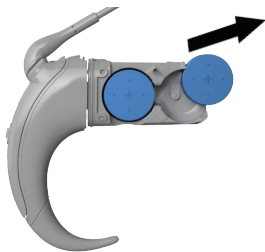
The disposable battery module uses two high power zinc air batteries. Cochlear recommends 675 (PR44) zinc air batteries designed for cochlear implant use. Do not use silver oxide or alkaline batteries.



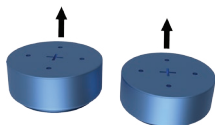
1. **Press and hold** the button for 5 seconds, then **release** to turn off your processor.



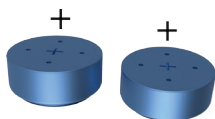
2. Pull the unlocked battery cover away from the battery holder.



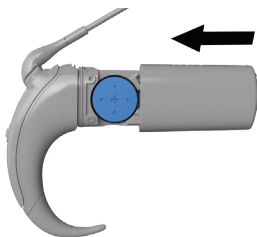
3. Remove the batteries from the battery holder.



4. Remove the new batteries from the packet, and let them stand for a few seconds.



5. Insert the batteries into the battery holder with the flat side (positive terminal) facing up.



6. Replace the battery cover by sliding it up towards the processing unit.

Lock the cover if required.

Your processor will automatically turn on.



NOTE

If you do not put your processor on your implant, it will turn off automatically after two minutes, if enabled by your clinician.

Charge rechargeable batteries

There are two chargers that can be used with the rechargeable battery modules:

- Cochlear Y Battery Charger (see page 14)
- Cochlear USB Battery Charger (see page 16).

Before you start

Your rechargeable battery module has built-in safety and monitoring features. Read this section before using your battery charger.

NEW BATTERIES

You need to charge new batteries before first use.

WHAT DO I DO?

- Before using a new battery module, you need to connect it to a charger until it is fully charged.

CHARGING TEMPERATURE

The battery chargers have a built-in temperature sensor. Batteries must be charged at 0° C – +40° C (+32° F – +104° F). If battery module temperature is outside this range, the LED will flash orange (error).

WHAT DO I DO?

- Charge rechargeable battery modules at a room temperature of 0° C – +40° C (+32° F – +104° F).

BATTERY HEALTH CHECK

Rechargeable battery modules have a built-in "health check". If a charged battery detects a problem, it will turn the sound processor off. If the problem is fixed, it will turn back on again.

WHAT DO I DO?

- If a battery turns off, disconnect and reconnect it to your processor. If this does not restore power, contact your clinician.
-

COMPLETELY FLAT BATTERIES

After many uses or being stored too long, some batteries may be too flat to allow recharging.

WHAT DO I DO?

- If a rechargeable battery module is too flat to charge, the LED will flash orange (error). Replace the battery module.

STORING BATTERIES

Your rechargeable battery module will lose some power if you do not use it for a period of time.

WHAT DO I DO?

- Charge your battery module before storing it.

CONNECTING TO ACCESSORIES

Some accessories (e.g. monitor earphone adaptor, Roger 20 receiver) fit between the rechargeable battery module and your processing unit.

If you leave them attached after use, this will drain the battery.

WHAT DO I DO?

- Don't leave your battery module attached to an accessory after use.
- Don't attach an accessory with a rechargeable battery module attached to the battery charger. This will cause an error.

Use the Y Battery Charger

The Y Battery Charger can charge two rechargeable battery modules at once.

It uses **the supplied USB cable** to plug into:

- a wall power outlet **using the Cochlear USB Power Adaptor**, or
- a USB port (e.g. computer).*



- 1 USB cable
- 2 Rechargeable battery module connector
- 3 LED indicator

* USB ports must be high power USB 1.0 or higher. If you use a USB hub to connect more than one USB device to a port, we recommend you use a powered hub.

1. Fit the rechargeable battery module to the charger at a slight angle. Twist to connect.



2. Plug the USB cable into a power outlet or USB port. The LED flashes green while charging.

**NOTE**

If you use a power outlet, plug the USB cable into the power adaptor first, then plug the adaptor into the power outlet.



3. The LED changes to steady green when the module is fully charged.



Use the USB Battery Charger

The USB Battery Charger can charge one rechargeable battery module at a time.

It uses a USB connector to plug into:

- a wall power outlet **using the Cochlear USB Power Adaptor**, or
- a USB port (e.g. computer).*



- 1 USB connector
- 2 Rechargeable battery module connector
- 3 LED indicator

* USB ports must be high power USB 1.0 or higher. If you use a USB hub to connect more than one USB device to a port, we recommend you use a powered hub.

1. Remove the covers from the charger.



2. Fit the rechargeable battery module to the charger at a slight angle. Twist to connect.



3. Plug the charger into a power outlet or USB port. The LED flashes green while charging.



NOTE

If you use a power outlet, plug the USB cable into the power adaptor first, then plug the adaptor into the power outlet.



4. The LED changes to steady green when the module is fully charged.



Made for iPhone

Your Nucleus 7 Sound Processor is a Made for iPhone® / iPod® / iPad® hearing device. This allows you to use the control and audio streaming functions of compatible Apple® devices.

If you wear a sound processor on one ear and a compatible MFi hearing aid on the other, you can control them both and stream audio to both using a compatible Apple device. Your clinician can check compatibility and set this up for you.



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.

Pair with remote devices

You need to pair your sound processor to your Cochlear Remote Control or a compatible Apple device to use their control and monitoring functions.

Please see their user guides for details.

Control options

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



NOTE

Some functions are only available if enabled by your clinician.

FUNCTION	PROCESSOR BUTTON	REMOTE CONTROL	NUCLEUS SMART APP
Turn ON/OFF	X		
Program	X	X	X
Volume		X	X
Sensitivity		X	X
Telecoil	X	X	X
Wireless accessories	X	X	X
Master Volume Limit			X
Bass / Treble			X

Lock the control button

You can lock the sound processor's control button using the Nucleus Smart App.

Please see the app's user guide for details.

Turn on and off

1. To turn **on**, either:

- Connect the battery (see page 9), or
- If the battery is already connected, **short-press** the button.







2. To turn **off**, either:

- Disconnect the battery (see page 8), or
- **Press and hold** the button for 5 seconds. The light will change to steady orange as the processor turns off.



NOTE

Your processor will also turn off automatically after being off your implant for two minutes, if enabled by your clinician.

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.

Change program

You can choose between programs to change the way your sound processor deals with sound (e.g. in noisy or quiet places). Usually two programs are all you need, but your clinician can give you up to four programs.

1. **Short-press** the button to switch between programs.



NOTE

If your clinician has enabled SCAN, your sound processor can automatically respond to the sound environment without you needing to change program.

INDICATOR LIGHT

WHAT IT MEANS



Green flashes

Changing the program
(Child mode only).
The number of flashes indicates the
number of the current program

Change volume and sensitivity

If set up by your clinician, you can control the levels of volume or sensitivity (if available) using your remote control or the Nucleus Smart App.

Please see their user guides for details.

Telecoil

Your clinician can enable telecoil if you want to listen to room hearing loops.



NOTE

Telecoil is optimised for room loops. For phone use we recommend the Cochlear Wireless Phone Clip (see page 24) or a compatible iPhone (see page 18).



TIP

You can also use your remote control or the Nucleus Smart App to control telecoil. See their user guides for details.

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



Blue: telecoil is on.

2. **Short press** the button to turn off telecoil.



Wireless accessories

Cochlear True Wireless™ Accessories can wirelessly stream sound to your processor:

- The **Mini Microphone** or **TV Streamer** are controlled from your processor.
- You use the Phone Clip controls for phone calls.



NOTE

You first need to pair your wireless accessories with your sound processor. See their user guide for details.



TIP

You can also use your remote control or the Nucleus Smart App to control wireless accessories. See their user guides for details.

Each button press cycles you through telecoil (if enabled), and then your wireless accessories (in the order in which they were paired to your processor).

Scenario 1: Telecoil is enabled

PRESS	STREAMED AUDIO
1	Telecoil
2	Wireless accessory 1 (e.g. Mini Microphone)
3	Wireless accessory 2 (e.g. TV Streamer)
4...	Telecoil...

Scenario 2: No telecoil

PRESS	STREAMED AUDIO
1	Wireless accessory 1 (e.g. Mini Microphone)
2	Wireless accessory 2 (e.g. TV Streamer)
3	Wireless accessory 3 (e.g. extra Mini Microphone)
4...	Wireless accessory 1...

1. **Press and hold** the button for 2 seconds **then release** to stream audio.

Press and release again if you need to cycle to the next audio source.



Blue: streaming audio.

2. **Short press** the button to stop streaming.



Use monitor earphones

Carers can use monitor earphones to check that a Cochlear implant recipient is receiving sound, and that functions like telecoil or wireless accessories are working.



CAUTIONS

- Only use Cochlear-approved earphones with the Cochlear Monitor Earphone Adaptor. You CAN use earbuds. You CANNOT use noise-cancelling headphones.
- Don't connect multiple monitor earphone adaptors in series.
- Don't connect the monitor earphone adaptor to other audio outputs, e.g. computer.



1. Twist to disconnect, then remove the battery module.



2. Insert the monitor earphone adaptor, then twist to connect.



3. Insert the battery module, then twist to connect.



4. Plug the earphones into the monitor earphone adaptor.



CAUTION

Use only Cochlear-approved earphones.

5. Use the earphones to check that the recipient is hearing sound.



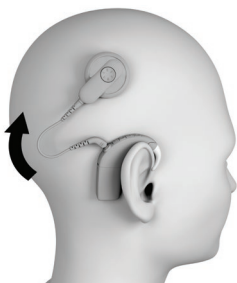
NOTE

Do not put the sound processor on the recipient's implant while using the monitor earphone adaptor, because there is no signal to the coil while it is connected.

Wear your processor



1. Place the processor on your ear, letting the coil dangle.



2. Move the coil sideways and onto your implant.

INDICATOR LIGHTS

WHAT IT MEANS



Flash of orange every second

Processor flashes while coil is off
(or connected to the wrong implant).

For users with two implants

Ask your clinician to give you coloured stickers (red for right, blue for left) to make identifying left and right processors easier.



CAUTION

If you have two implants, you must use the correct sound processor for each implant.



NOTE

For recipients with newer implants, your sound processor will recognise the implant's ID, so it will not work on the wrong implant.

Change earhooks

The Cochlear Earhook comes in small, medium and large sizes.

For extra help wearing your processor securely and safely, see *Retention accessories* on page 31.



NOTE

Remove your earhook only when necessary—it may become loose if it is removed too often.



1. Pull up on the earhook to remove it.



2. Click the new earhook into place.

Retention accessories

A range of optional Cochlear accessories are available to help you wear your sound processor securely and safely.



WARNING

Only use Cochlear-approved retention accessories.



NOTES

- Hybrid mode cannot be used with retention accessories. They either position the sound processor off the ear, or use a custom earhook which means the acoustic component cannot be fitted.
- See the user instructions that are packed with each accessory.

Cochlear Tamper Resistant Earhook

A small earhook for young children. An extra hook holds it in place to reduce the risk of it becoming a choking hazard.



Cochlear Snugfit

Holds your sound processor more securely in place than an earhook alone.

Available in small, medium and large.



Cochlear Hugfit™

Holds a child's sound processor in place more securely than an earhook alone.

Carers can access controls and accessories.

In three sizes to suit small ears.



Cochlear Earmould Adaptor

Allows you to attach a custom earmould if you prefer this to a normal earhook.



NOTE

The custom earmould is not supplied by Cochlear.



Cochlear Koala Clip

Holds your sound processor so you can clip it onto your clothing. An option for young children until they can wear their processor on their ear.



NOTE

You will need to use a coil with a longer cable.



Cochlear Headworn Adaptor

Holds your sound processor and coil, so you can wear them on your head.



NOTES

- Headworn adaptor comes in right or left side models — your processor needs to face the same way as when you wear it on your ear.
- Headworn adaptor works best with a 6, 8 or 11 cm coil cable and a compact rechargeable battery module.
- Headworn adaptor may rotate on your head. If it does, you may need to use a stronger magnet.



Cochlear Safety Cord

Clips to clothing so children and active adults are less likely to lose their sound processor.

Available in single or double (for users with two processors).



Sport and exercise



TIP

Always ensure the battery cover and battery modules are locked when you exercise or play sport.



NOTE

If you want to use your processor around water, ask your clinician about the Cochlear Nucleus 7 Aqua+.

1. Use retention accessories such as the Snugfit or Safety Cord to help hold your processor in place when you play sport or exercise.





2. After exercise, wipe your processor with a soft cloth to remove sweat or grime.



3. Then check your microphone protectors for dirt.

See *Change microphone cover* on page 44.



Travel



NOTE

Visit www.cochlear.com/clinic-finder to find the nearest clinic in places you are travelling.

- Take a printout from your clinician of your most recent programs in case you need help with your processor.
- If you have a backup sound processor, check that it is programmed correctly and take it with you.
- It's okay to move through metal detectors and full body scanners with your sound processor on. To avoid any possible buzzing sounds in your ear, turn off the telecoil.
- Ask your clinician for a Patient Identification Card. In the unlikely event that your implant sets off a metal detector the ID card will help explain that you have an implanted medical device.
- If you need to remove your sound processor as you move through airport security, place it in a case in your hand luggage.
- Your sound processor transmits high frequency radio waves when switched on, and may need to be placed in a flight-safe mode during takeoff and landing. Check with airline staff before flying if you are unsure.

Flight mode



NOTE

In flight mode, you can change programs as normal using the processor button. You can only use telecoil to stream audio, as True Wireless Accessories will not be available.

To enter flight mode:

1. Disconnect the battery.



2. **Press and hold** the button (1) while reconnecting the battery (2).

Release the button when the green light comes on.



To exit flight mode:

1. Disconnect and reconnect the battery.

Regular care



CAUTIONS

- Do not use cleaning agents or alcohol to clean your processor.
- Turn your processor off before cleaning or performing maintenance.

Every day

- Check all parts and any accessories you use (e.g. Snugfit) for dirt or moisture. Wipe the processor, coil, cable, earhook and accessories with a soft dry cloth. (You can leave accessories on the processor while cleaning.)
- Keep your processor free from moisture by drying it every night in your dry aid kit.
- Remove the battery module and make sure all the contacts are clean. Carefully tap or blow on them to remove any dirt. Wipe the contacts with a soft dry cloth.
- Keep accessories clean. Blow on connectors to remove any dust and clean accessories with a soft dry cloth.
- Check the microphone protectors for signs of dirt or grime and replace if needed. See *Change microphone cover* on page 44.

Every month

- Check if earhooks or retention accessories are becoming loose or showing signs of wear. Replace as needed. See *Change earhooks* on page 30, or your retention accessory's instructions.
- If you use disposable batteries, check if the battery cover is becoming loose. If it is, replace the Cochlear Battery Holder O-ring.

Every two months

- Replace the dry brick in your dry aid kit.

Every three months

- Replace the microphone cover—this is very important for the quality of sound. See *Change microphone cover* on page 44.

Battery charger care

Every day

- Check your battery charger is clean. If you notice any dust or dirt:
 1. Disconnect the battery charger from the power source and remove any battery modules.
 2. Hold the battery charger upside down and tap it gently to remove any dirt from the battery charger sockets. Carefully blowing on the sockets may also help remove dirt.
 3. Wipe the battery charger sockets with a soft dry cloth.
- (Y Battery Charger) Use a different charger socket each time you charge to wear the sockets evenly.

If it gets wet

- If the battery charger ever gets splashed with liquid, carefully shake out the liquid and dry the battery charger for 24 hours. Do not use the battery charger until it is dry.

Storage

Dry aid kit

Store your processor at night in the dry aid kit provided by Cochlear.

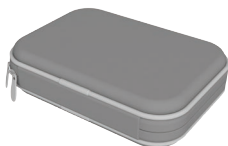
Store the processor fully assembled for 8 hours for optimal drying effect.



Storage case

For long term storage:

- remove disposable batteries and store so they do not touch each other.
- remove rechargeable battery modules and store fully charged.



Storage cases are available from Cochlear.

Water, sand and dirt

Your processor is resistant to water, sand and dust. However, it is still a precision electronic device so you should take the following precautions.



If your processor ever gets wet, dry it with a soft cloth.

Then remove the battery module (and disposable batteries if used), dry them and the contacts with a soft cloth, and replace them.

Replace the microphone protectors and place your processor in the dry aid kit provided by Cochlear for 8 hours.

See *Batteries* on page 4.

See *Change microphone cover* on page 44.



If sand or dirt ever enter the processor, shake the components carefully to remove it.

Your processor is protected against failure from dust and temporary immersion in water (IP57 rated) when you wear it with:

- a rechargeable battery module
- a coil
- no acoustic component.



If you use a disposable battery module instead of a rechargeable battery module or use the processor with an acoustic component worn in the ear, it is protected against failure from dust and splashing water (IP54 rated).



Change microphone cover

Replace your microphone protectors every three months, or if they look dirty or you notice any loss in sound quality. They are built into the Cochlear Microphone Cover, which is completely replaced.



Step 1: Remove old microphone cover



1. Hold the coil cable grip and firmly **pull it straight out** of the processor.
Do not tug on the flexible part of the coil cable.



CAUTION

Do not twist the coil cable when you pull it out of the processor.



2. Lift the microphone cover from the bottom edge, then lift it up to remove.

Step 2: Insert new microphone cover



1. Fit the replacement microphone cover onto the processor.



2. Press down firmly with a finger on each end of the microphone cover until you feel a click.



3. Push your coil cable into the processor until it clicks.
Do not twist.

Change the coil

The Cochlear Slimline™ Coil comes in four cable lengths (6, 8, 11 and 25 cm) so you can choose the most comfortable fit.

You might also need to change to a different cable length to use some retention accessories (e.g. Koala Clip).



NOTE

Only remove the coil from your sound processor when necessary.



1. Hold the coil cable grip and firmly **pull it straight out** of the processor.
Do not pull on the flexible part of the coil cable.



CAUTION

Do not twist the coil cable when you pull it out of the processor.



2. Push the new coil cable into the processor until it clicks into place.
Do not twist.

Change the coil magnet

You need to choose a Cochlear Magnet that is the correct strength—if it is too weak the coil may fall off, and if it is too strong it may cause discomfort. Magnet strength ranges from ½ (weakest) to 6 (strongest).

You might also need to change to a stronger magnet to use some retention accessories (e.g. Headworn adaptor).



NOTE

If your clinician has provided you with a Cochlear Magnet Reverse Polarity, use it as described here for a normal magnet.



1. With finger grips facing up, unscrew the magnet anticlockwise.



2. Remove the magnet.



3. Insert the new magnet and turn clockwise until it stops.



4. Turn the magnet a little more until you feel a click.






TIP

The tamper-resistant lock marker aligns with the coil cable when locked.




Lights

Your clinician can set up your processor to show some or all of the following light indications.



Turning on and off

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




Locking button

LIGHT	WHAT IT MEANS
 Green flash followed by orange	Locking processor button.
 Orange flash followed by green	Unlocking processor button.
 Orange flash when pressing button	Processor button is locked.




Streaming audio

LIGHT	WHAT IT MEANS
 Flashes blue for 4 seconds	Processor flashes when pairing to wireless accessory is successful.
 Quick blue flashes	Processor flashes while receiving audio from an audio source (Child mode only).

Alerts

LIGHT	WHAT IT MEANS
 Flash of orange every second	Processor flashes while it is off your head (or connected to the wrong implant).
 Orange flashes	Processor batteries are low. Change batteries.
 Steady orange	Fault. Contact your clinician. Stays on until the issue is resolved.




Battery charging

LIGHT	WHAT IT MEANS
 ...	Battery module is charging.
	Battery module is fully charged.
 ...	Error (see <i>Troubleshoot</i> on page 54).




Beeps

Your clinician can set up your processor so you can hear the following beeps (they are only audible to you).

Turning on and off

BEEP	WHAT IT MEANS
 Short high beeps	Changing the program. The number of beeps indicates the number of the selected program.
 Short high beep	Changing volume or sensitivity level (if available).
 Short high then short low beep	When changing volume or sensitivity, indicates upper or lower limit of volume/sensitivity reached.



Locking button

BEEP	WHAT IT MEANS
 Short low beep when you press button	Processor button is locked.
 Short high then short low beep	Locking processor button.
 Short low then short high beep	Unlocking processor button.




Telecoil

BEEP	WHAT IT MEANS
 Long high beep	Switching between using the microphones and telecoil.




Wireless accessories

BEEP	WHAT IT MEANS
 5 ascending beeps	Connecting with wireless accessory to begin streaming audio.
 Short low beep	When stopping streaming.

Alerts

BEEP	WHAT IT MEANS
 2 Short low beeps	Processor batteries are low. Change batteries.
 Short low beeps for 4 seconds	Batteries are empty and processor is turning off. Change batteries.
 4 long low beeps over 4 seconds	General fault. Consult your clinician.

Adjusting master volume limit, bass and treble *

BEEP	WHAT IT MEANS
 Loud long medium beep	Adjusting master volume limit.
 Loud long high beep	Adjusting treble level.
 Loud long low beep	Adjusting bass level.

* If available, Nucleus Smart App only

Troubleshoot

Contact your clinician if you have any concerns regarding the operation or safety of your sound processor.

PROBLEM	RESOLUTION
Processor will not turn on/button will not respond	<ol style="list-style-type: none">1. Try turning the processor on again. See <i>Turn on and off</i> on page 20.2. Try unlocking the button. See <i>Lock the control button</i> on page 19.3. Change the batteries. See <i>Replace the battery module</i> on page 8 or <i>Change disposable batteries</i> on page 10.4. If you are using a new rechargeable battery, that has not been charged it may still be in "Sleep Mode". See <i>Charge rechargeable batteries</i> on page 12.5. If you have two implants, check that you are wearing the correct sound processor on each implant.6. Check the battery contacts are free of dirt and dust. See <i>Water, sand and dirt</i> on page 42.7. If the problem continues, contact your clinician.
The processor switches off	<ol style="list-style-type: none">1. Ask your clinician if "Auto power off" is enabled. If it is, then the processor will switch off after two minutes when not connected to the implant.2. Change the batteries. See <i>Replace the battery module</i> on page 8 or <i>Change disposable batteries</i> on page 10.

PROBLEM	RESOLUTION
The processor will not turn off	<ol style="list-style-type: none"> 1. Check the processor is not locked. See <i>Lock the control button</i> on page 19. 2. Remove the battery module from the processing unit. See <i>Remove the battery module</i> on page 8.
You are not sure what processor beeps or light flashes mean	See <i>Lights</i> on page 48 and <i>Beeps</i> on page 51.
You do not hear sound or sound is intermittent	<ol style="list-style-type: none"> 1. Make sure the coil cable is fully inserted into the socket on the processor 2. If you use the Remote Control, turn up the volume. 3. If you use the Nucleus Smart App, turn up the volume or sensitivity. 4. Try a different program. See <i>Change program</i> on page 22. 5. Change the batteries. See <i>Replace the battery module</i> on page 8 or <i>Change disposable batteries</i> on page 10. 6. If the problem continues, contact your clinician.
You hear intermittent sound, a buzzing sound or distorted speech	<ol style="list-style-type: none"> 1. Check for sources of interference such as radio and TV transmission towers (within approximately 1.6 km or 1 mile), shopping centres, airport security systems and mobile phones. 2. Try moving away from any source of magnetic or electronic interference. 3. If the problem continues, contact your clinician.

PROBLEM	RESOLUTION
Sound is too loud or uncomfortable	<ol style="list-style-type: none"> 1. If you use a Remote Control, turn down the volume. 2. If you use the Nucleus Smart App, turn down the volume or sensitivity. 3. Try a different program. See <i>Change program</i> on page 22. 4. If you have two sound processors (one for each side), ensure you have them on the correct side. 5. If the problem continues, remove the processor and coil from your head immediately and contact your clinician.
Sound is too quiet or muffled	<ol style="list-style-type: none"> 1. If you use a Remote Control, turn up the volume. 2. If you use the Nucleus Smart App, turn up the volume or sensitivity. 3. Try a different program. See <i>Change program</i> on page 22. 4. Try changing the microphone protectors. See <i>Change microphone cover</i> on page 44. 5. If the problem continues, contact your clinician.

PROBLEM	RESOLUTION
You want to confirm your processor is receiving sound	<ol style="list-style-type: none"> 1. Check the light on the top of the processor (if enabled). See <i>Lights</i> on page 48. 2. If you have a monitor earphone adaptor, a hearing person can listen to the sound received by the processor. See <i>Use monitor earphones</i> on page 26. 3. If you use the Nucleus Smart App, use the Status screen to check the processor is receiving sound 4. If the problem continues, contact your clinician.
The processor or coil become hot	<ol style="list-style-type: none"> 1. Remove the processor and coil from your head immediately, disconnect the battery module and contact your clinician.
You experience tightness, discomfort or develop a skin irritation at your implant site	<ol style="list-style-type: none"> 1. Your coil magnet may be too strong or in contact with your skin. Change to a weaker magnet. See <i>Change the coil magnet</i> on page 47. 2. If you are using a retention aid, such as a headband, this may be placing pressure on your processor. Adjust your retention aid, or try a different aid. 3. If the problem continues, contact your clinician.

PROBLEM	RESOLUTION
You do not hear sound from a wireless accessory	<ol style="list-style-type: none"> 1. Testing has shown that interference from nearby electrical devices can sometimes disrupt streaming from a wireless accessory – try moving away from any device that might be causing this interference. 2. Check that the wireless accessory is charged and turned on. 3. Check that the wireless accessory is paired with your processor. 4. Check the volume of the wireless accessory. 5. If you use the Nucleus Smart App, use the Status screen to check the processor is receiving sound from the accessory. 6. If you use the Nucleus Smart App, check and adjust the accessory/microphone volume. 7. If available, try a different processor. 8. For more troubleshooting, see the <i>True Wireless Accessory User Guide</i>.
You do not hear sound from a monitor earphone	<ol style="list-style-type: none"> 1. Check that the monitor earphone cable is fully inserted into the socket on the monitor earphone adaptor. 2. Check that the monitor earphone adaptor is properly connected to the processor and battery module. 3. If you use the Nucleus Smart App, use the Status screen to check the processor volume level. 4. If available, try a different processor.
You hear loud or distorted sound from a monitor earphone	<ol style="list-style-type: none"> 1. Remove the monitor earphone and consult your clinician.

PROBLEM	RESOLUTION
The processor gets wet	<ol style="list-style-type: none"> 1. Dry the processor with a soft cloth, change the microphone protectors and place the processor in the dry aid kit provided by Cochlear for 8 hours. See <i>Water, sand and dirt</i> on page 42.
You want to perform a regular check on your processor	See <i>Regular care</i> on page 38.
Batteries are not lasting as long as usual	<ol style="list-style-type: none"> 1. Clean all connections and parts of the battery module. 2. Clean all connections on the processing unit. 3. Try replacing the coil with a new coil. 4. If you are using disposable batteries, check that you are using the recommended batteries. See <i>Change disposable batteries</i> on page 10. 5. Don't forget to let new disposable batteries stand for a few seconds before you put them in the sound processor. 6. If the problem continues, contact your clinician.
The indicator light on the battery charger shows a fully charged battery is still charging	<ol style="list-style-type: none"> 1. This won't cause any damage to the battery as the charge cycle on a fully charged battery is very short.

PROBLEM	RESOLUTION
The indicator light on the battery charger is flashing orange	<ol style="list-style-type: none"> 1. Only connect rechargeable battery modules to the charger. 2. Try a different rechargeable battery module. 3. If you are using the Y battery charger, try the rechargeable battery module on the other connector on the charger. 4. The room temperature may be outside the operating range of the charger. Try using the charger in a different location. 5. The USB port may not be the correct type. Try another USB port. 6. If using a USB hub, too many devices may be connected to the hub. Try removing some devices from the hub. 7. If using a USB hub, it may not be the correct type. Use a powered hub.
The indicator light on the battery charger does not light	<ol style="list-style-type: none"> 1. The rechargeable battery module is not properly connected. Check the connection. 2. The rechargeable battery module is over-discharged. 3. The rechargeable battery module is faulty. Try a different module. 4. There is no power to the USB port. Check the power supply.

Cautions

- Young children who are developing motor skills are at greater risk of an impact to the head from a hard object (e.g. table or chair). Impact to the sound processor may cause damage to the processor or its parts. Impact to the head in the area of the Cochlear implant could damage it and result in its failure.
- Most patients can benefit from electrical stimulation levels that are considered safe, based on animal experimental data. The long-term effects of such stimulation in humans are unknown.

Warnings

For parents and carers

- Removable parts of the system (e.g. microphone cover, magnets, batteries, battery cover, o-ring, earhooks) can be lost or may be a choking or strangulation hazard. Keep out of reach of children or use the tamper-resistant lock on the battery module and/or cover.
- Parents and carers are advised that unsupervised use of long cables (e.g. coil or accessory cables) may present a risk of strangulation.
- Carers must routinely check the device for signs of overheating and for signs of discomfort or skin irritation at the implant site. Remove the processor and coil immediately if there is any discomfort or pain (e.g. if device becomes hot, or sound is uncomfortably loud) and contact your clinician.

- Carers must monitor for signs of discomfort or skin irritation if a retention aid is used that applies pressure to the sound processor or coil. Remove the aid immediately if there is any discomfort or pain, and contact your clinician.
- Keep the dry brick from the dry aid kit away from small children. Swallowing this material can cause serious internal injuries.
- Do not allow children to replace batteries without adult supervision.
- Do not allow children to use a battery charger without adult supervision.

Processors and parts

- Each processor is programmed specifically for each implant. Never wear another person's processor or lend yours to another person.
- Use your Cochlear implant system only with Cochlear-approved devices and accessories.
- If you experience a significant change in performance, remove your processor and contact your clinician.
- Your processor and other parts of the system contain complex electronic parts. These parts are durable but must be treated with care.
- No modification of this equipment is allowed. Warranty will be void if modified.
- Remove the monitor earphones immediately if the sound level is uncomfortably loud and inform your clinician.
- If the coil magnet is too strong or is in contact with the skin, pressure sores may develop at the implant site. If this happens, or if you experience tightness or pain in this area, stop using your sound processor and contact your clinician.
- Do not apply continued pressure to the coil when in contact with the skin (e.g. sleeping while lying on coil, or using tight fitting headwear).
- Do not push the volume too high for comfort in case a loud noise occurs nearby.
- If you need to adjust the volume often, or if adjusting volume ever causes discomfort, contact your clinician.
- Do not use your sound processor in an explosive or oxygen-rich environment.

- Do not let your processor or parts entangle with any jewellery (e.g. earhook and earrings) or machinery.
- Do not place the processor or parts in any household devices (e.g. microwave oven, dryer).
- Do not expose the processor or parts to heat (e.g. never leave them in sunlight, behind a window or in a car).
- Do not use a dry aid kit that has an Ultra Violet C (UVC) lamp (e.g. do not use the Freedom™ Dry and Store).
- The magnetic attachment of your sound processor to your implant may be affected by other magnetic sources.
- The magnetic attachment of your sound processor to your implant may affect hearing aids.
- Your sound processor coil and magnet may be affected by metallic or magnetic objects. Keep metallic or magnetic objects away from your coil.
- Store spare coil magnets safely and away from cards that may have a magnetic strip (e.g. credit cards, bus tickets).
- Your device contains magnets that should be kept away from life supporting devices (e.g. cardiac pacemakers and ICDs (implantable cardioverter defibrillators) and magnetic ventricular shunts), as the magnets may affect the function of these devices. Keep your processor at least 15 cm (6 in) from such devices. Contact the manufacturer of the specific device to find out more.
- Your sound processor and remote control radiate electromagnetic energy that may interfere with life supporting devices, (e.g. cardiac pacemakers and ICDs). Keep your processor and remote control at least 15 cm (6 in) from such devices. Contact the manufacturer of the specific device to find out more.

- Do not place the device or accessories inside any part of your body (e.g. nose, mouth).
- Seek medical advice before entering any environment that may adversely affect the operation of your Cochlear implant, including areas protected by a warning notice preventing entry by patients fitted with a pacemaker.
- Some types of digital mobile telephones (e.g. Global System for Mobile communications (GSM) as used in some countries) may interfere with the operation of your external equipment. You may hear distorted sound when close, 1-4 m (~3-12 ft), to a digital mobile telephone in use.
- For Cochlear Nucleus cochlear implant recipients only, the maximum diving depth is 40 m (~131 ft). Seek medical advice before diving to ensure you do not have any conditions that might make diving contraindicated (e.g. middle ear infection). When wearing a mask, avoid pressure over the implant site.
- Before activities that create electrostatic discharge (e.g. playing on plastic playground equipment), remove your processor. In rare cases, discharge of static electricity can damage or cause your sound processor to shut down. If your processor shuts down, it should resume normal operation after restarting it. If static electricity is present (e.g. when putting on clothes over your head, or getting out of a car), before the Cochlear implant system touches any object or person, you should touch something conductive such as a metal door handle.

Batteries

- Use only Cochlear supplied or recommended 675 (PR44) zinc air batteries designed for cochlear implant use. We do not recommend using silver oxide or alkaline batteries.
- Insert disposable batteries in the correct orientation.
- If disposable batteries are short-circuited the processor will not work and its temperature can reach +42° C (+107° F). Remove the processor and coil immediately and contact your clinician.
- Do not mix disposable batteries that differ by manufacturer, brand, type, age or previous usage.
- Do not leave flat disposable batteries in the sound processor.
- Replace both disposable batteries at the same time.
- Dispose of used batteries promptly and carefully, in accordance with local regulations. Keep away from children.
- Do not short-circuit batteries (e.g. do not let terminals of batteries contact each other, do not place batteries loose in pockets, etc.).
- Do not disassemble, deform, immerse in water or dispose of batteries in fire.
- When processor is not in use, remove the batteries and store separately in a clean and dry place.

- Wipe batteries with a clean dry cloth if they become dirty.
- Store unused batteries in original packaging, in a clean and dry place.
- Do not use damaged or deformed batteries. If skin or eyes come into contact with battery fluid or liquid, wash out with water and seek medical attention immediately.
- Do not expose batteries to heat (e.g. never leave batteries in sunlight, behind a window or in a car).
- Never put batteries in your mouth. If swallowed, immediately contact your physician or local poison information service.
- Do not recharge disposable batteries.
- Only use rechargeable batteries and battery chargers supplied or recommended by Cochlear. Use of other batteries or battery chargers may result in harm or injury.
- Charge rechargeable batteries before use.
- Do not touch the battery charger contacts.

Medical treatments

Magnetic resonance imaging (MRI)



The Nucleus 7 Sound Processor, remote and related accessories (such as the Wireless Programming Pod) are MR Unsafe.

Full MRI safety information is available at www.cochlear.com/warnings or by calling your regional Cochlear office (contact numbers available at the end of this document).

Medical treatments generating induced currents, heat and vibration

Having a cochlear implant means extra care must be taken when receiving some medical treatments. Before starting medical treatment, the information in this section should be discussed with the recipient's physician.

The sound processor must be removed before starting any of the medical treatments listed in this section.

Some medical treatments generate induced currents that may cause tissue damage or permanent damage to the implant. Before initiating any of the following treatments deactivate the device.

Warnings for specific treatments are provided below.

CONDITION	WARNING
Diathermy	Do not use therapeutic or medical diathermy (thermopenetration) using electromagnetic radiation (magnetic induction coils or microwave). High currents induced into the electrode lead can cause tissue damage to the cochlea/brainstem or permanent damage to the implant. Medical diathermy using ultrasound may be used below the head and neck.
Electroconvulsive therapy	Do not use electroconvulsive therapy on an implant patient under any circumstances. Electroconvulsive therapy can cause tissue damage or damage to the implant.

CONDITION	WARNING
Electrosurgery	<p>Electrosurgical instruments can induce radio frequency currents that could flow through the electrode.</p> <p>Monopolar electrosurgical instruments must not be used on the head or neck of an implant patient as induced currents could cause damage to cochlear/neural tissues or permanent damage to the implant.</p> <p>When using bipolar electrosurgical instruments on the head and neck of a patient, the cautery electrodes must not contact the implant and should be kept more than 1 cm (½ in.) from the electrodes.</p>
Ionising radiation therapy	Do not use ionising radiation therapy directly over the implant. It may cause damage to the implant.
Neurostimulation	Do not use neurostimulation directly over the implant. High currents induced into the electrode lead can cause tissue damage to the cochlea/brainstem or permanent damage to the implant
Therapeutic ultrasound	Do not use therapeutic levels of ultrasound energy directly over the implant. It may inadvertently concentrate the ultrasound field and cause tissue damage or damage to the implant.

Other information

Physical configuration

The processing unit comprises:

- Two omni-directional microphones for receiving sound.
- An internal telecoil for receiving magnetic fields radiated by neck loops and room loops.
- Custom analogue and digital integrated circuits with digital signal processing (DSP) and bidirectional wireless communication capabilities.
- A tri-colour visual indication of processor function or problem.
- Control button allowing user control of key features.
- Custom 4-pin connector for coil cable.
- A range of earhooks and specialised retention options.

The batteries provide power to the processor. The coil acts as a transformer coupling that transfers energy and data to the implant.

Materials

- Processing unit: copolyester.
- Battery modules (all types) are made of copolyester.
- Coil is made of polypropylene (PP), thermoplastic elastomer (TPE).
- Coil magnet casing is made of acrylonitrile butadiene styrene (ABS).
- Coil cable sheath is made of polyvinyl chloride (PVC).
- Coil cable plugs are made of PP and TPE.
- Retention parts are made from polyamide (PA) and liquid silicone rubber (LSR).

Battery life, charge cycles and lifespan

- Battery life means the time a device will run before the disposable batteries must be replaced, or the rechargeable batteries recharged.
- Battery charge cycle is a full charge and discharge of the rechargeable battery.
- Battery lifespan means the total number of charge cycles a rechargeable battery will last before the battery life degrades to 80% of its original fully-charged capacity.

Operating characteristics

Processing unit

CHARACTERISTIC	VALUE/RANGE
Sound input frequency range	100 Hz to 8 kHz
Wireless technology	<ul style="list-style-type: none">• Proprietary low power bidirectional wireless link (remote, wireless accessories)• Published commercial wireless protocol (Bluetooth Low Energy)
RF frequency	2.4 GHz
Operating voltage	2.00 V to 4.25 V
Power consumption	20 mW to 100 mW
Charge cycles	≥ 80% capacity after 400 charge/discharge cycles at room temperature
Button functions	Turn processor on and off, turn audio streaming on and off, change program
Remote communication range	<ul style="list-style-type: none">• At least 2 m (remote control)• At least 3 m (Phone Clip)• At least 7 m (Mini Microphone, TV Streamer)• At least 2 m (Made for iPhone control)• At least 7 m (Made for iPhone streaming)

Battery module

TYPE	CAPACITY/VOLTAGE RANGE
Disposable battery module	Two PR44 (zinc air) button cell batteries. 1.45 V (nominal) each. Cochlear recommends 675 zinc air batteries designed for cochlear implant use.
Compact rechargeable battery module	91 mAh / 3.7 V
Standard rechargeable battery module	183 mAh / 3.7 V

Coil

CHARACTERISTIC	VALUE/RANGE
Operating voltage	2.0 V to 2.6 V
Operating frequency	5 MHz

Wireless communication link

The wireless communication link operates in the 2.4 GHz ISM band using GFSK (Gaussian frequency-shift keying), and a proprietary bidirectional communication protocol. It continuously switches between channels to avoid interference on any specific channel.

- The remote control operates over 4 channels, over a distance of at least 2 metres from the processor. It indicates via its display when the processor is out of operating distance (or switched off) or when the link is interrupted due to broad spectrum interference (see remote's user guide for more information).
- The True Wireless accessories operate over 16 channels, over a distance of at least 3 metres for the Phone Clip, and 7 metres for the Mini Microphone and TV Streamer.

Bluetooth® Smart also operates in the 2.4 GHz ISM band, using frequency hopping over 37 channels to combat interference. Operating range is at least 7 metres, and the app indicates when the processor is out of operating distance (or switched off) or when the link is interrupted due to broad spectrum interference.

Product component dimensions (*Typical values*)

ITEM	LENGTH	WIDTH	DEPTH	DIAMETER
Nucleus 7 processing unit with medium earhook and compact rechargeable battery module				
	36.5 mm	9.0 mm	45.0 mm	N/A
Disposable battery module				
	29.4 mm	9.0 mm	17.3 mm	N/A
Compact rechargeable battery module				
	18.0 mm	9.0 mm	17.3 mm	N/A
Standard rechargeable battery module				
	24.8 mm	9.0 mm	17.3 mm	N/A
Coil	N/A	N/A	5.8 mm	30.3 mm

Product weight (*Typical values. All weights are measured with a medium earhook.*)

COMPONENT	WEIGHT
Nucleus 7 processing unit (no battery module)	3.9g
Nucleus 7 processing unit with compact rechargeable battery module	7.9g
Nucleus 7 processing unit with standard rechargeable battery module	9.8g
Nucleus 7 processing unit with disposable battery module (including two 675 zinc air batteries)	10.1g
Coil and cable (without coil magnet)	3.9g

Environmental conditions

CONDITION	MINIMUM	MAXIMUM
Storage & transport temperature	-10° C (+14° F)	+55° C (+131° F)
Storage & transport humidity	0% RH	90% RH
Operating temperature (sound processor)	+5° C (+41° F)	+40° C (+104° F)
Operating temperature (battery charger)	0° C (+32° F)	+40° C (+104° F)
Operating relative humidity	0% RH	90% RH
Operating pressure	700 hPa	1060 hPa

Disposable batteries

Check the battery manufacturer's recommended operating conditions for disposable batteries used in your processor.

FCC (Federal Communications Commission) and Canadian ISED compliance

This device complies with part 15 of the FCC Rules and with RSS-210 of Innovation, Science and Economic Development Canada. Operation is subject to the following two conditions:

- This device may not cause harmful interference.
- This device must accept any interference received, including interference that may cause undesired operation.

Changes or modifications made to this equipment not expressly approved by Cochlear Limited may void the FCC authorisation to operate this equipment.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet or a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

FCC ID: WTO-CP1000

ISED: 8039A-CP1000

CAN ICES-3 (B)/NMB-3(B)

Electromagnetic compatibility (EMC)



WARNING

Portable RF communications equipment (including peripherals such as antenna cables and external antennas) should be used no closer than 30 cm (12 in.) to any part of your Nucleus 7 Sound Processor, including cables specified by the manufacturer. Otherwise, degradation of the performance of this equipment could result.

Interference may occur in the vicinity of equipment marked with the following symbol:




Radio compliance for Japan

This device is granted pursuant to the Japanese Radio Law (電波法) and its relevant law.

This device should not be modified (otherwise the granted designation number will become invalid).



Radio compliance for Korea

	1. Equipment name/model name: 특정소출력 무선기기(무선데이터통신시스템용 무선기기) / CPI000
	2. Registration number: MSIP-CRM-COH-CP1000
	3. Company name: Cochlear Limited
	4. Manufactured date: 2016
	5. Manufacturer/Country of Origin: Cochlear Limited/Australia



WARNING

This radio equipment has the possibility of radio interference during operation.

This equipment is suitable for electromagnetic equipment for home (Class B) and it can be used in all areas.

Labelling symbols

The following symbols may appear on your processor or accessories and/or packaging:



Refer to instruction manual



Specific warnings or precautions associated with the device, which are not otherwise found on the label



Manufacturer



Compatible sound processors



Authorised representative in the European Community



Catalogue number



Serial number



Batch code



Date of manufacture



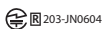
Temperature limits



CE registration mark with notified body number



Radio compliance certification for Australia and New Zealand



203-JN0604

Radio compliance certification for Japan



Radio compliance certification for Korea

Rx Only

By prescription



Recyclable material



Dispose of electrical components in accordance with your local regulations



Type B applied part

IP54

Ingress Protection Rating

- Protected against access of solid foreign objects greater than or equal to 1.0mm diameter.
- Protected against failure from dust penetration.
- Protected against failure from splashing water.

IP57

Ingress Protection Rating

- Protected against access of solid foreign objects greater than or equal to 1.0mm diameter.
- Protected against failure from dust penetration.
- Protected against failure from temporary immersion in water.

Equipment classification

Your sound processor is internally powered equipment Type B applied part as described in the international standard IEC 60601-1:2005/A1:2012, Medical Electrical Equipment—Part 1: General Requirements for Basic Safety and Essential Performance.

Legal statement

The statements made in this guide are believed to be true and correct as of the date of publication. However, specifications are subject to change without notice.

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Hear now. And always

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Made for



iPod



iPhone



iPad

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