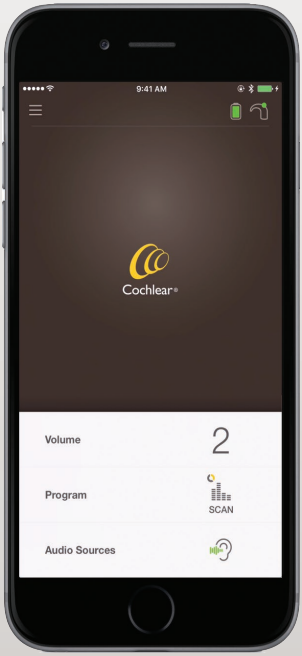
Nucleus® Smart App

Version 1.0

User Guide



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Cochlear®

Get started!

Nucleus Smart App is intended to allow you to make basic 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	**IMPORTANT!** Pair your sound processor(s) to your device See the *Nucleus 7 Sound Processor Pairing Guide*	-
2	Download the Nucleus® Smart App Version 1.0 from the App Store® to your iPhone® or iPod touch® *	-
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.

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Pairing basics

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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)

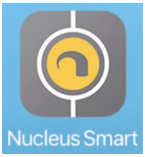
If you change your sound processor(s), for example if you receive a new sound processor from the repair centre, you need to:

- 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

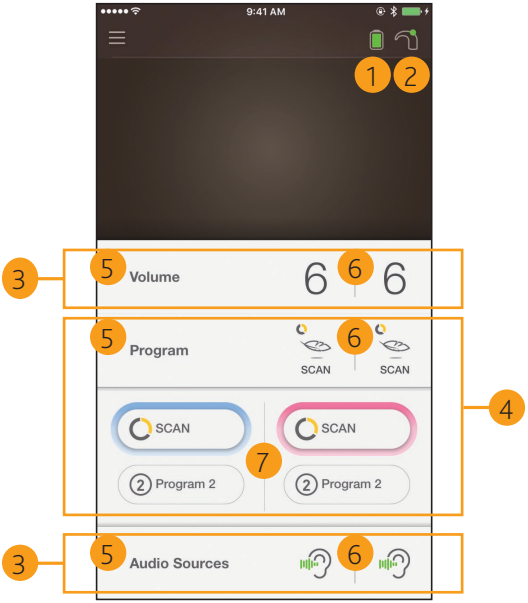
1. Tap the **Nucleus Smart** icon to start the app.



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

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

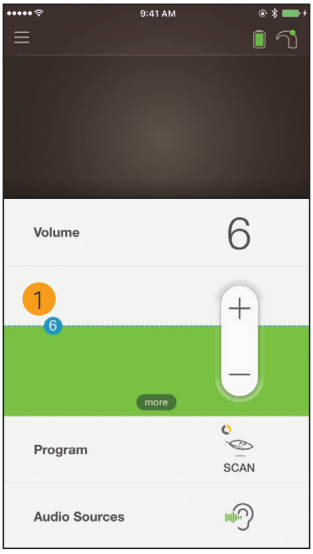
The home screen



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**.

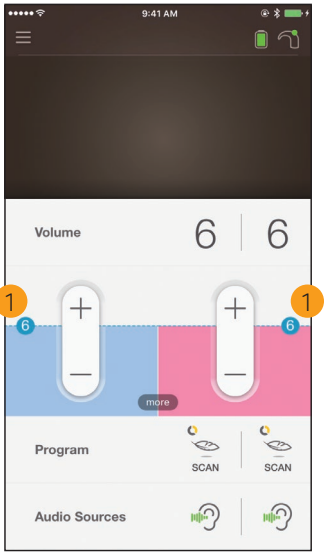


1 Default value (set by clinician). May be different for each program, and for different sound processors.

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.

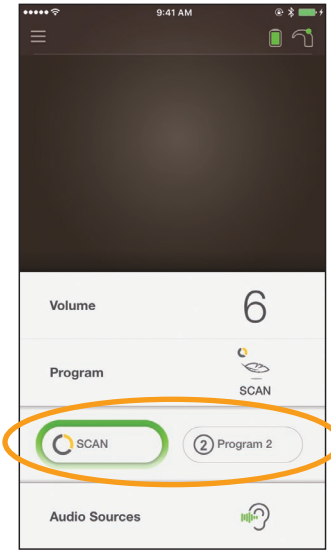
Change this using the *Settings menu* (see page 18).



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

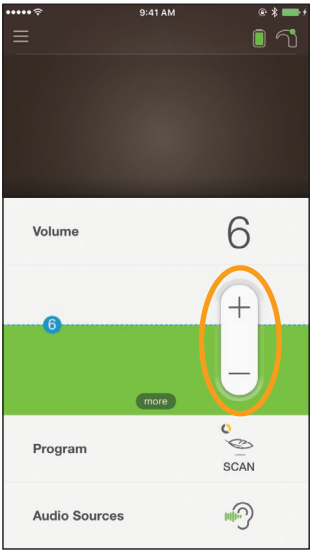
Change program

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



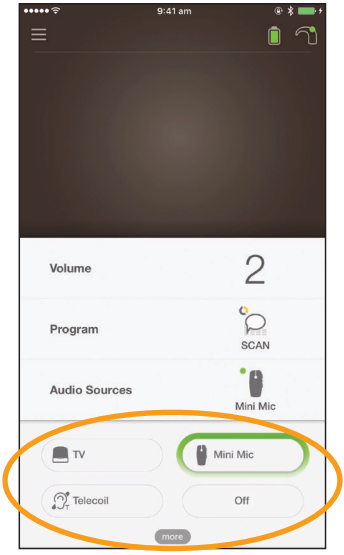
Adjust volume

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



Stream audio

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

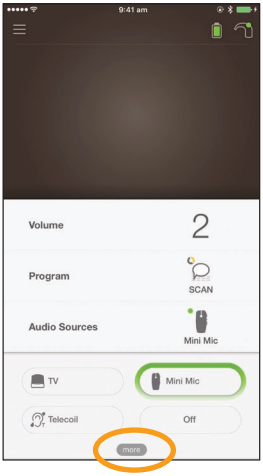


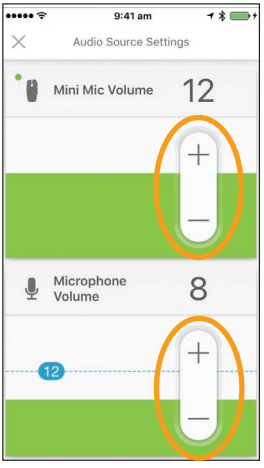
TIP
Tap **Off** or **X** to stop streaming audio and return to the previous program.

Adjust streamed audio

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

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



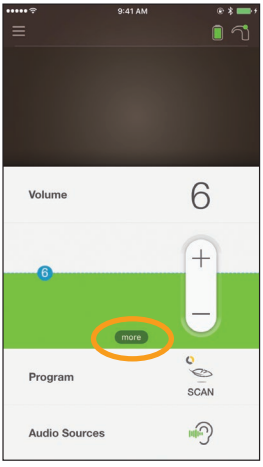


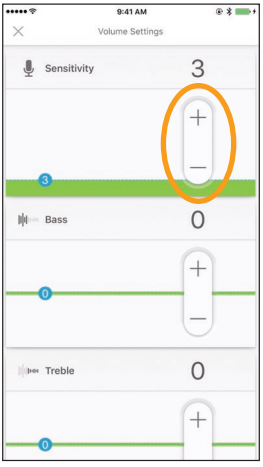
4. Tap **X** at top left to close the **Audio Source Settings** control panel.

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.





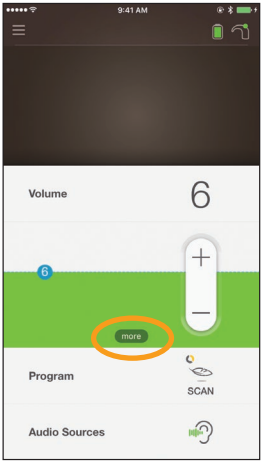
4. Tap **X** at top left to close the **Volume Settings** control panel.

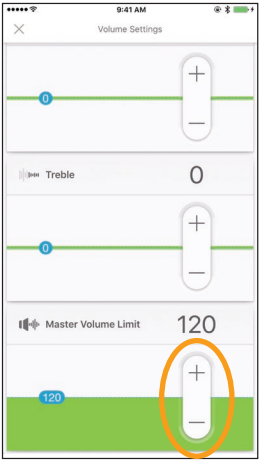
Adjust master volume limit

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.





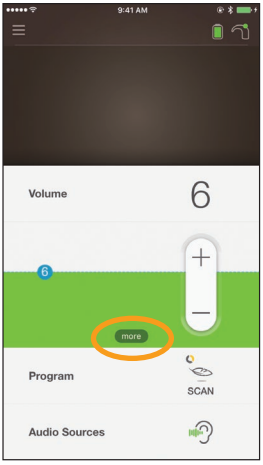
4. Tap **X** at top left to close the **Volume Settings** control panel.

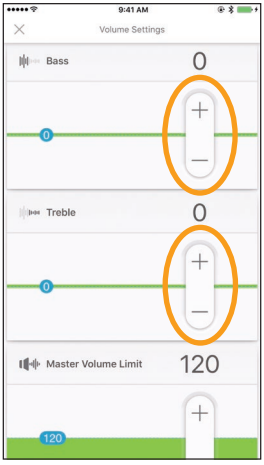
Adjust bass and treble

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.





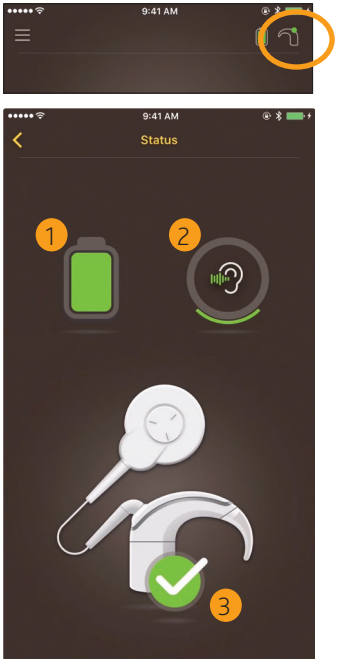
4. Tap **X** at top left to close the **Volume Settings** control panel.

Troubleshoot

Problem	Resolution
You have trouble connecting to the app	1. Restart your sound processor. 2. Restart the app. 3. Restart the device running the app.
You don't receive notifications	1. Check that the app is running on your device.

Check status

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

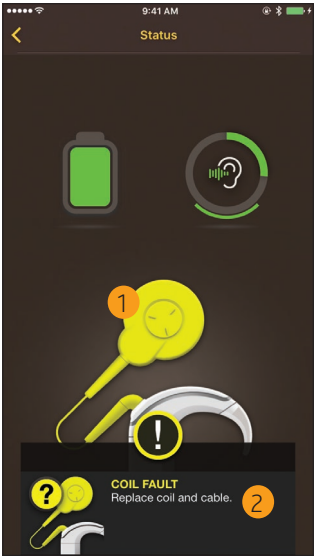


1 Sound processor battery level.

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:

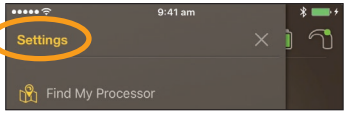


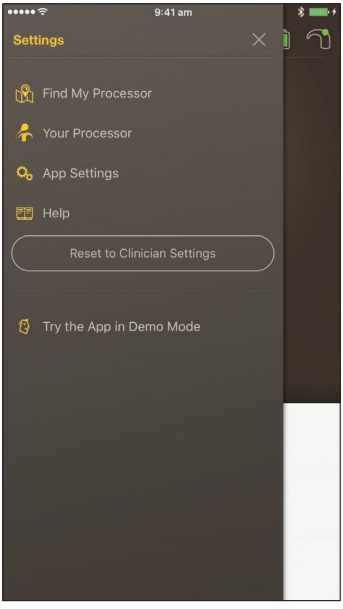
1 Sound processor part with the fault displays in yellow.

2 Description of fault and suggested solution.

Settings menu

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



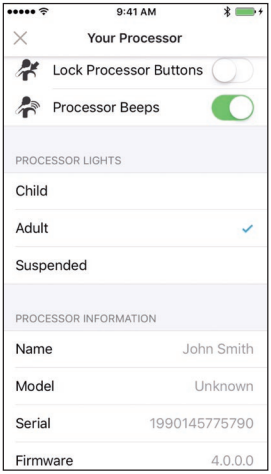


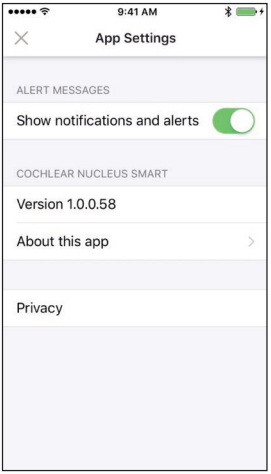
Tap **Your Processor** to:

- 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.

CE 0123

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

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D719021 ISS1 JAN17

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