

GUIDE TO STAYING CONNECTED

Communication tips to keep you and your loved ones in the loop.

COMMUNICATING AT DINNER, PARTIES OR EVENTS



Be mindful of where you sit at dinner parties

- Arrive early and scope out the seating arrangements, then pick a spot where your best hearing side is facing the majority of the other guests.
- Meeting new people at noisy parties or restaurants can be a challenge, particularly when you are trying to hear their first name during introductions. If possible, you may find it helpful to ask for a seating plan or attendee list prior to the event.
- Reduce interfering noise by sitting with your back towards the noise source. This will help ensure that important sound (like speech) is in front of you and easier to recognise.
- Dim lighting makes reading lips and expressions more difficult, so avoid candle-lit spaces and look for rooms with windows or strong overhead lighting.



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

- Take note of areas with less environmental noise and move the conversation to one of those spots if you're having trouble understanding the person you're speaking with.
- Rooms with lots of windows or hard surfaces can cause reverberation and distort sound. Where possible, try to have conversations in areas that have window coverings or soft furnishings that may help to absorb sounds.



Use wireless accessories to stream sound directly to your processor

- Cochlear's True Wireless™ Mini Microphone 2+ can help you hear in difficult situations. For group conversations, place the microphone in the centre of the table to get a clearer, more direct stream of sound. For individual conversations, the other person can clip it on to their shirt and their voice will be picked up and streamed directly to your processor.



Adjust your programming

- Use your remote assistant/ control to change your volume or program settings. Or, if you have a Nucleus® 7 Sound Processor, you can make adjustments to the volume or switch on ForwardFocus using the Smart App on your iPhone or Android device*. Even small adjustments can result in a better hearing experience.



Don't be afraid to ask for what you need

- Most people will be happy to accommodate requests that help you to hear them. For example, you could ask a soft-spoken family member, "Please face me when you are speaking." Or, if background music is proving to be distracting, ask the host if they can turn it down so you can focus on conversation.



Take breaks

- Large gatherings can be exhausting for anyone, let alone someone with hearing loss. Don't forget that it takes a lot of work for your brain to process all the added stimuli, and it's a good thing to give yourself a chance to rest. Sometimes all it takes is a few minutes of peace and quiet to refresh yourself.



Work on new vocabulary ahead of special events

- There are many sounds and words unique to new activities, or special events like concerts or sporting matches. It is a great opportunity to learn and practice listening. Flashcards, books and audiobooks are an effective tool to help develop new vocabulary. Repetition is helpful to facilitate memory and comprehension.

COMMUNICATING ON THE PHONE

1 Carefully position your phone's speaker over the microphone portion of your sound processor.

2 You might also find it useful to use the telecoil function (if enabled) or to use the speaker functionality on the phone.

3 Hearing well on the phone may be difficult. Remember, patience, persistence, practice and a positive attitude will go far.

4 Practice speaking and hearing on the phone with the most familiar voices - such as friends and family.

5 Set aside time for phone practice in a quiet environment when you are not tired.

6 Experiment with using the Cochlear True Wireless™ Phone Clip.

7 Before purchasing a phone, ask if you can try it within the shop to see what phone might be best for you and your situation.

TIP 1: If you have a Nucleus 7 Sound Processor, you can stream phone calls directly to your sound processor using your iPhone or Android device.

TIP 2: If you are on a call and there is a lot of background noise (someone is on speaker phone in the car) or there is a poor connection, ask the person if you can arrange a time to call back at later time.

For more information contact your local customer service team or get connected with Cochlear Family to receive updates on device usage.

* Direct streaming available only with the Nucleus 7 Sound Processor from a compatible Apple® or Android™ device. For compatibility information, visit www.cochlear.com/compatibility.

Please seek advice from your health professional about treatments for hearing loss. Outcomes may vary, and your health professional will advise you about the factors which could affect your outcome. Always read the instructions for use and refer to the relevant user guide for more information. Not all products are available in all countries. Please contact your local Cochlear representative for product information. Consult your health professional to determine if you are a candidate for Cochlear technology.

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