Hear Your Way

Getting started

NUCLEUS® 7

Made for iPhone | iPad | iPod

Hear now. And always

Cochlear®

Welcome

NUCLEUS® 7

Congratulations on taking this important step on your hearing journey, and thank you for choosing Cochlear as your hearing partner. You're now part of a unique family of over 450,000 hearing implant recipients in more than 100 countries.

At Cochlear, we are dedicated to bringing the gift of sound to people all over the world and we aim to give our recipients the best lifelong hearing experience.

From recharging your sound processor batteries and performing basic maintenance tasks to making the most of Made for iPhone and Cochlear™ True Wireless™ technology, this guide will help you get to know, start using and care for your Cochlear™ Nucleus® 7 Sound Processor.

Getting started is easy:

1. Ensure that your device is registered (this process may have been completed by your clinician)
2. Join the Cochlear Family
3. Read this booklet to learn about your device, including how to use the Nucleus Smart App

Need more help? You can find information in your equipment User Guides and access instructional videos online at cochlear.com

Ensure your device is registered

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The first step on your hearing journey is to ensure your device is registered. This helps us to provide you with a better experience if your components require service or you have any other warranty claims.

Registration also lets you receive personalized support from Cochlear customer service or your hearing health professional.

Your clinician may have already completed the device registration process for you - check to see if you still need to complete the process yourself.

If you need to register your device:

1. Complete the Device Registration form (in this folder)
2. Sign and date the form
3. Return the form to your local Cochlear office (details on the back of the Device Registration form)

To register your device, you will need your sound processor serial number. Refer to the diagram on page 10 to locate where this is on the Nucleus 7 Sound Processor. If you're unsure where to find any of the details requested on the Device Registration form or need help to complete the registration process, please contact Cochlear by calling 1 800 483 3123.

Join Cochlear Family

NUCLEUS® 7

United by sound, connected by Cochlear

Introducing Cochlear Family, a unique community designed to make your life easier, fuller, and more connected.

As a member of Cochlear Family, you can be amongst the first to hear about exciting new products, services, promotions and events.

You'll also have access to support videos, including device basics such as pairing your sound processor with Cochlear™ True Wireless™ accessories. Plus, you can view the status of any orders, and check your device warranty coverage on your Cochlear Family account.

Connect with other Cochlear Family members and enjoy the peace of mind that comes from knowing we're with you every step of the way.

To sign up and find out more visit **www.Cochlear.com/US/Family** or see the Cochlear Family brochure in this folder.

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Nucleus 7 Sound Processor

1. Cochlear magnet
2. Slimline™ coil (includes cable)
3. Microphone cover
4. Tamper-resistant lock
5. Battery module
6. Microphones
7. Indicator light
8. Control button
9. Processing unit
10. Earhook
11. Serial number

CR310 Remote Control

1. Display
2. Program
3. Telecoil button
4. Next program button
5. Previous program button
6. Volume or sensitivity
7. On/Off switch
8. Volume or sensitivity up button
9. Volume or sensitivity down button
10. Serial number
11. Coil guide for pairing
12. Battery cover
13. Pin for attaching lanyard

Front

Back

Assemble and turn on

With a new, integrated coil design, putting together your sound processor has never been quicker.

1 To attach the Slimline Coil to your Cochlear Nucleus 7 Sound Processing Unit, insert the coil cable into the processing unit until it clicks into place, being careful **not to twist**.

2 To attach the battery module hold the battery module at a slight angle to the sound processor socket.

3 If you are using a rechargeable battery module, align the raised marker and arrow on the battery module towards the back of the processing unit.

If you are using a disposable battery module, align the indents and tamper-resistant lock on the battery module towards the back of the processing unit.

4 Once aligned, twist the battery module to attach it to the processing unit.

5 Once assembled, your sound processor will turn on automatically. A green light will flash to indicate the number of your current program.

6 To turn your sound processor off, disconnect the battery, or press and hold the control button for five seconds, until it turns off. The light will change to orange as the sound processor turns off.

7 To turn on again, connect the battery, or if the battery is already connected, short-press the control button.

8 Your clinician can set up your sound processor to turn off automatically when it has been off your implant for two minutes. This feature is not available for pediatric recipients.

Changing disposable batteries

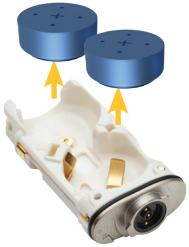
If you don't want to carry a battery charger or worry about finding time to charge, disposable batteries are a great option.

The disposable battery module consists of the Cochlear Battery Cover and Cochlear Battery Holder. It uses two disposable high power zinc air batteries and has a tamper-resistant lock.

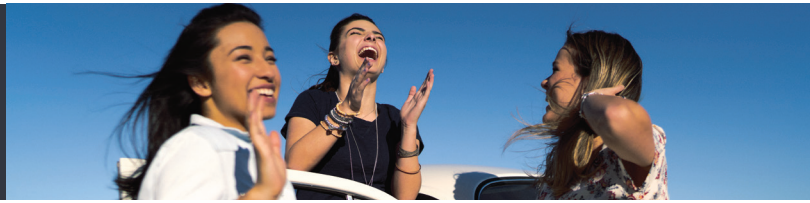
Cochlear recommends 675 (PR44) zinc air batteries designed for cochlear implant use. Do not use silver oxide or alkaline batteries, as these will not offer optimal battery life.

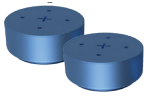
You can purchase additional disposable batteries for your device from Micropower Battery Company by visiting www.CochlearBatteries.com, or by calling 833-663-3097.

1. To change disposable batteries, first press and hold the control button for five seconds, then release to turn off your processor.



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





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

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

5 Replace the battery cover by sliding it up towards the processing unit. Lock the cover if required.

6 Your processor will automatically turn on.

Using rechargeable batteries

The Nucleus 7 Sound Processor comes with our Y charger, so you can charge up to two batteries at once. We also offer the additional USB charger to make charging on the go even easier.

The Nucleus 7 Sound Processor has two types of rechargeable battery modules: the Cochlear Standard Rechargeable Battery Module and the Cochlear Compact Rechargeable Battery Module.

Both rechargeable battery modules can be charged via the Y Battery Charger or USB Battery Charger.

Y Battery Charger

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

   To use, fit the rechargeable battery module to the charger at a slight angle, as you would with your sound processor. Twist to connect.

2. Plug the USB cable into a power outlet or USB port.

   The LED flashes green while charging. 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.

NOTE: Before fully charging your battery for the first time, you must wake it up. To wake up the rechargeable battery place it on the power connected charger momentarily and then remove it. Then place the battery back on the charger and leave it connected until fully charged.

USB Battery Charger

1 The USB Battery Charger charges one rechargeable battery module at a time. To use, 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.

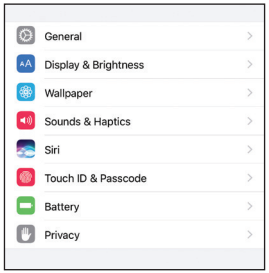
If you use a power outlet, plug the charger into the USB Adaptor and then plug the adaptor into the power outlet.

4 The LED flashes green while charging.

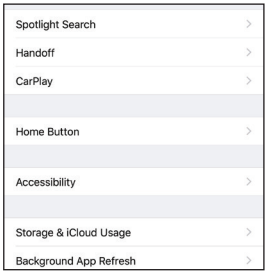
The LED changes to steady green when the module is fully charged.

Pairing with a compatible Apple® device*

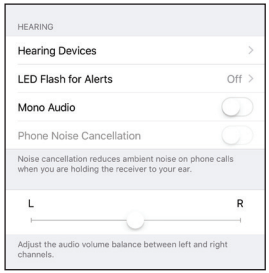
Rediscover your favorite music, videos and entertainment – stream directly from your compatible Apple device.



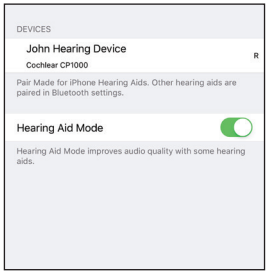
1 To pair your sound processor with your compatible Apple® device, ensure Bluetooth® is enabled. Then, open the 'Settings' menu.



2 Then tap 'General', then 'Accessibility'.



3 Scroll down and select 'Hearing Devices'.



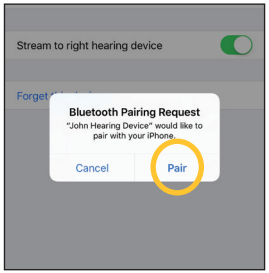
4 Next, turn your sound processor off and back on again.

Your Apple device will then search for your sound processor and display it in the 'Devices' section.

If bilateral or bimodal, you will turn on both devices.

For more information about pairing your Nucleus 7 Sound Processor, see **www.nucleussmartapp.com/pair**

* Please refer to the back page for detailed device compatibility information.



5 When it appears on-screen, select the name of your sound processor and tap 'Pair'.

When pairing starts, you will hear six beeps and your sound processor LED will flash blue.

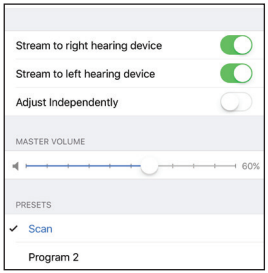
Paring may take up to 120 seconds. Once paired your sound processor LED will flash blue again.

6 Once successfully paired you will hear a ripple tone and your sound processor LED will again flash blue.

Your processor will be listed under 'Your Hearing Device' and you should now be able to stream sound directly to your processor.

7 If you have two sound processors, both must be paired during the same pairing window.

To do so, turn each sound processor off and back on again. Your compatible Apple device will search for and display your sound processors as a pair in the 'Devices' section.



8 Select the name of your processor and then tap 'Pair' for each side to begin pairing both your Nucleus 7 Sound Processors with your compatible Apple device.

Make sure to confirm pairing is finished as previously described for each processor.

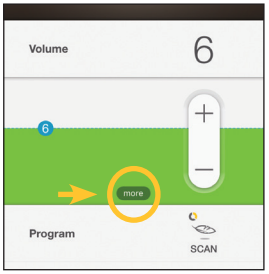
Using the Nucleus Smart App to adjust volume settings

With the Nucleus Smart App, you can control and monitor your Nucleus 7 Sound Processor without the need for an additional remote control.

To get started, download the Nucleus Smart App from the Apple App or Google Play Store to a compatible Apple or Android™ device.*

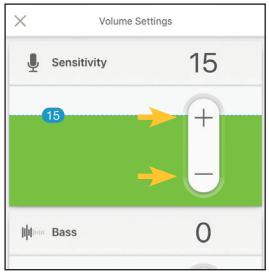
Once installed, open the app and swipe left through the introduction screens.

To start using the app, you will need to log in with your Cochlear Family account. If you do not have one, you can create one in the app.



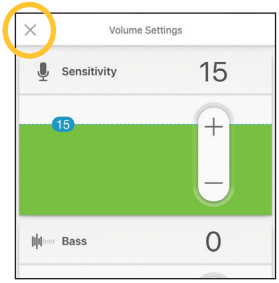
1 If enabled by your clinician, the Nucleus Smart App allows you to adjust the sensitivity, bass, treble and master volume limit levels of your sound processor.

You can also adjust the level of sound from your streamed audio compared to the level of sound from your processor microphones.



2 Tap 'Volume' to open the volume control panel and then 'more' to open the volume settings control panel.

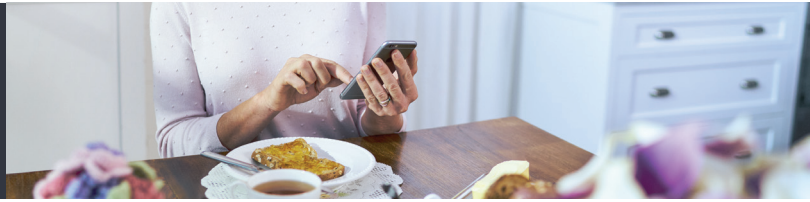
You can change the sensitivity, bass, treble and master volume limit levels by tapping the 'plus' or 'minus' buttons.



3 Tap the 'X' in the top left of your device screen to close the volume settings control panel.

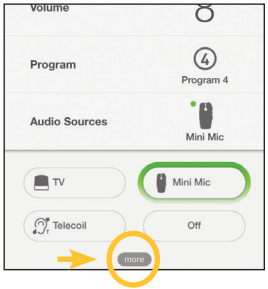
Sensitivity level will return to the default setting when you turn your sound processor off whereas treble, bass and master volume limit changes will be saved.

*The Nucleus Smart App is compatible with iPhone 5 (or later) and iPod 6th generation devices (or later) running iOS 10.0 or later. To use the Nucleus Smart App for Android, your device will need to run Android 5.0 (Lollipop) or later and support Bluetooth 4.0 or later. For a list of verified devices visit http://www.nucleussmartapp.com/android.



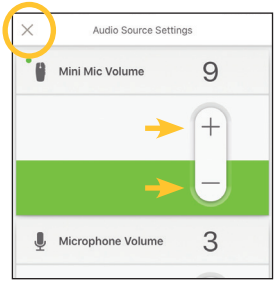
4 You should only adjust bass, treble and master volume limits while you can hear sounds or speech.

5 The Nucleus Smart App also allows you to separately adjust the volume of streamed audio from a compatible Apple device and sound from your sound processor microphones.



6 When paired with the Nucleus 7 Sound Processor, audio sources will automatically appear on screen within the app.

To adjust audio source settings, start streaming from an audio source, then tap ‘more’ to open the Audio Source Settings control panel.



7 Tap ‘plus’ or ‘minus’ to change the settings. If you hear too much background noise, you can also adjust the mixing ratio between sound from a True Wireless device and sound from your sound processor microphones.

Tap the ‘X’ in the top left of the iPhone screen to close the Audio Sources Settings.

Pairing with the CR310 Remote Control

Quickly and easily adjust your Nucleus 7 Sound Processor from the handheld CR310 Remote Control.

1 The Cochlear CR310 Remote Control allows you to change programs, turn volume or sensitivity (if available) up and down, control audio streaming from True Wireless devices, and turn telecoil on and off.

2 Before you can use your remote control for the first time it must be paired with your Nucleus 7 Sound Processor.

3 To pair your processor with your remote control, first turn off your processor and remote control.

4 Turn back on your processor and remote control. They must both be 'awake' and on at all times while pairing.

5 Place the coil on the back of your remote control.

6 The remote control will show pairing in progress.

7 The remote control then shows successful pairing of your left (L) or right (R) processor.

8 If you have two processors, repeat steps 3-7 for your second processor.

Pairing with the Cochlear Wireless Mini Microphones

Designed to help you hear better over distance and in noisy listening situations.

1 While charging, the LED on top of the Mini Microphone 2/2+ is red. When fully charged, it is green with red flashes every two seconds.

2 Before using your Mini Microphone 2/2+ for the first time, make sure it has been charged for at least three hours, even if the light indicates a full charge.

3 To pair your Mini Microphone 2/2+ with your Nucleus 7 Sound Processor, remove and turn off your sound processor.

Power on your Mini Microphone 2/2+ by pressing and holding the on/off button for two seconds until the LED turns green.

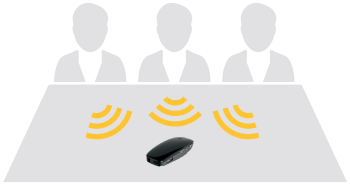
4 To begin pairing, press the pairing button on the back of the Mini Microphone 2/2+ using the tip of a pen or similar object.

The LED on top of the Mini Microphone 2/2+ will blink yellow every two seconds for 20 seconds to indicate it is in pairing mode. During these 20 seconds, switch on your sound processor.

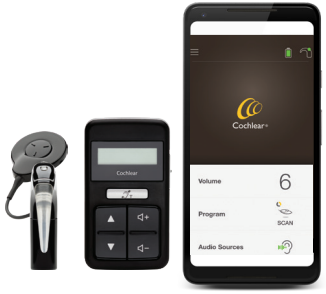
5 Your sound processor will briefly flash a blue indicator light to tell you pairing has been successful.

6 To use your Mini Microphone 2/2+, have the person you want to listen to position it close to their mouth, placing it vertically on their clothing using the clip on the back.

The Mini Microphone 2/2+ has directional microphones, so it must be pointed at the speaker's mouth.



7 If you have a Mini Microphone 2+, place it on a table to listen to multiple speakers in a group setting.



8 Stream audio to your Nucleus 7 Sound Processor from a Mini Microphone 2/2+ by using the sound processor button, the CR310 Remote Control or the Nucleus Smart App.

Pairing with the Cochlear Wireless Phone Clip

Enjoy hands-free calling, hear your Bluetooth-enabled navigation system and stream music directly to your sound processor.

1 While charging, the LED on top of the Phone Clip is red. When fully charged, it is green with red flashes every two seconds.

2 Before using your Phone Clip for the first time, make sure it has been charged for at least three hours, even if the light indicates a full charge.

3 To pair your Phone Clip with your Nucleus 7 Sound Processor, remove and turn off your sound processor. Then, switch on your Phone Clip by sliding down the on/off button.

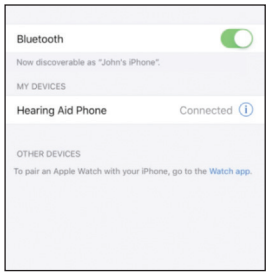
4 Remove the Phone Clip's silver cap and use the tip of a pen, or similar object, to press the white pairing button on the back.

The Phone Clip LED will flash yellow every two seconds, indicating that it is in pairing mode for 20 seconds. During these 20 seconds, switch on your sound processor.

5 Your sound processor will briefly flash a blue indicator light to tell you it has successfully paired with your Phone Clip.

6 To pair your Phone Clip to your mobile phone, make sure that your phone's Bluetooth function is switched on.

Remove the Phone Clip's silver cap and press the pairing button on the back once to activate pairing mode for two minutes. During pairing mode the LED will turn blue.



7 On your compatible iPhone®, open 'Settings' then Bluetooth, search for new Bluetooth devices and select 'Hearing Aid Phone' from the list. If your phone asks for a passcode, enter four zeros.

Your Phone Clip should now be paired with your mobile phone. If your mobile phone asks which Bluetooth service you wish to enable, select 'Headset'.

8 To stream audio, simply turn on your Phone Clip. When audio starts playing from your Bluetooth-enabled device, it will automatically stream to your sound processor.

Pairing with the Cochlear Wireless TV Streamer

Enjoy high quality streamed audio direct to your sound processor from your TV, stereo or computer.

1 To use the TV Streamer, plug it into the wall using the power cord. Then, connect your TV Streamer to the audio source using the appropriate audio cable.

2 To pair your TV Streamer with your Nucleus 7 Sound Processor, remove and turn off your sound processor.

3 Then, press the pairing button on the back of your TV Streamer once, twice or three times depending on which channel you want for the TV Streamer.

4 The TV Streamer's activity indicator will flash orange to indicate it is in pairing mode for the next 20 seconds. During these 20 seconds, switch on your sound processor.

5 Your sound processor will briefly flash a blue indicator light to tell you pairing has been successful.

6 Stream audio by using the sound processor button, the CR310 Remote Control or the Nucleus Smart App.

Streaming audio from True Wireless devices

Whether you use your processor, the CR310 Remote Control or the Nucleus Smart App, with the Nucleus 7 Sound Processor controlling your streamed audio has never been easier.

Once paired with your Nucleus 7 Sound Processor, the Mini Microphone and TV Streamer can be controlled directly from your processor, using the CR310 Remote Control or with the Nucleus Smart App.

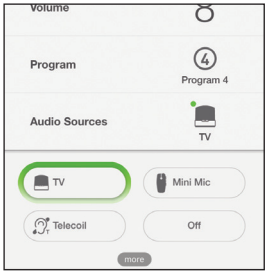
Streaming from a Phone Clip is done automatically - use the Phone Clip controls to make and receive calls.

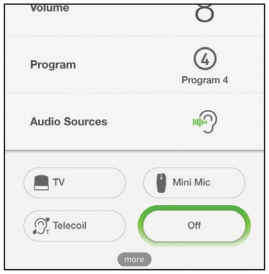
1 Choose from up to three streamed audio options using the button on your Nucleus 7 Sound Processor.

Press and hold the button for two seconds to cycle through telecoil (if enabled), then your True Wireless devices in the order they were paired to your processor.

2 You can control and monitor True Wireless devices using the CR310 Remote Control.

Once paired to your Nucleus 7 Sound Processor, press and hold the silver Telecoil button for two seconds, then release.





3 Your processor will start streaming from your Mini Microphone or TV Streamer and the accessory icon will appear on the screen.

Press and hold again to select the next paired True Wireless device. To stop streaming short press the Telecoil button. The device icon will disappear. If Telecoil is enabled, you will need to press the Telecoil button a second time.

4

5 When the Nucleus 7 Sound Processor is paired with a compatible Apple device, you can also control streamed audio using the Nucleus Smart App.

When you have paired audio sources with your sound processor, tap 'Audio Sources' and then the icon for the audio source you want to use.

Tap 'Off' to stop streaming audio and return to the previous program.

Replacing your microphone protectors

Changing your microphone protectors is simple with the all-in-one design of the Microphone Cover.

1 You should replace your Cochlear Nucleus 7 Sound Processor's microphone protectors every three months, or sooner if you live in a high humidity environment, perspire frequently or notice degradation in sound quality.

2 Microphone protectors are built into the Nucleus 7 Microphone Cover, which is completely replaced.

It is important that you keep microphone protectors in place at all times.

3 To remove the old microphone cover, hold the coil cable grip and firmly pull it straight out of the sound processor.

Do not tug on the flexible part of the coil cable and be careful **not to twist** the coil cable when you pull it out.

4 Use a fingernail to lift the microphone cover from the bottom edge, then lift up to remove.

5 Fit the replacement microphone cover onto the sound processor and press down firmly with a finger on each end until you feel a click.

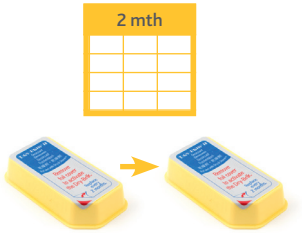
6 **Without twisting**, push your coil cable into the sound processor until it clicks.

Storing and caring for your Nucleus 7 Sound Processor

It's important to take care of your Nucleus 7 Sound Processor to keep it working properly and optimize your hearing performance.

1. To keep your Cochlear Nucleus 7 Sound Processor free from moisture, store it in your dry aid kit every night.

   For optimal drying, store your processor fully assembled for eight hours.



2. Replace the moisture-absorbing dry brick in your dry aid kit every two months.

3. Blow on connectors to remove any dust and clean the sound processor and accessories with a dry, non-abrasive cloth.

4 Check microphone protectors for signs of dirt or grime and replace if needed.

5 When storing more than one rechargeable battery, be sure the connectors do not touch as this could short the batteries.

6 For long term storage, remove disposable batteries from the battery module.

If you are using a rechargeable battery module, remove it and store fully charged.

Wearing options

For added peace of mind, a range of retention accessories are available to help you wear your Nucleus 7 Sound Processor securely and safely.

The Cochlear Tamper Resistant Earhook is an accessory for young children. It secures the Earhook to the sound processor to reduce the risk of it becoming loose or detached.

For extra peace of mind, the Cochlear Hugfit™ holds a child's sound processor in place more securely than an earhook alone.

When playing sports or exercising, the Cochlear Snugfit can be used to help hold your processor in place.

Children may also benefit from using one of Cochlear's loss prevention accessories.

The Cochlear Koala Clip allows the Nucleus 7 Sound Processor to be attached to a child's clothing until they can wear their processor on their ear.

Another useful loss prevention option is the Cochlear Safety Cord. This clips to clothing, meaning that wearers are less likely to lose their sound processor.

1 To fit one of these retention options to the Nucleus 7 Sound Processor, first remove the earhook and battery module.

2 Clip the retention option to the earhook end first followed by the metal hook at the battery end. Then, simply reattach the battery module as you normally would, making sure the metal hook lays flat to allow the battery to clip on.

Using Aqua+*

Enjoy all your favorite water activities and be confident that your sound processor is safe and dry.

1 The Cochlear Nucleus 7 Aqua+ is a re-usable sealable cover that keeps your Cochlear Nucleus 7 Sound Processor dry during use in or around water.

For your sound processor to work inside Aqua+ you must use rechargeable batteries.

2 First carefully unplug your usual coil by holding the coil cable grip and firmly pulling it straight out of the sound processor. **Be careful not to pull on the coil cable or twist when you pull it out.**

3 Leaving your earhook on, insert your Nucleus 7 Sound Processor into Aqua+. Avoid bending the earhook, or detaching it from the sound processor.

4 Once your sound processor is inside, insert the plug into the base of Aqua+. To make a good seal, push the plug in as far as it will go.

* Nucleus 7 with Aqua+ is water resistant to level IP68 of the International Standard IEC60529. This water protection rating means that the sound processor with the Aqua+ can be continuously submerged under water to a depth of 3 meters (9 feet and 9 inches) for up to 2 hours. This water protection only applies when you use the Aqua+ and LR44 alkaline or nickel metal hydride rechargeable batteries.

5 Gripping the black ring on the coil connector, plug the Aqua+ Coil (with magnet) straight into your sound processor through the hole in Aqua+, being careful **not to twist**. The coil plug should feel securely connected.

6 If you're concerned about losing your Aqua+, use a Safety Line to clip your processor to your clothing, or a Mic Lock-Stirrup to hold your processor on your ear.

7 When you're finished in the water, rinse Aqua+ and the Aqua+ Coil with clean fresh water and dry with a soft cloth before removing the sound processor.

To unplug the blue Aqua+ Coil, grip the black ring on the coil connector and pull the plug straight out. Then, open Aqua+ and remove your sound processor.

8 Re-attach your usual coil by pushing the coil cable into the sound processor until it clicks, being careful **not to twist.**

Place Aqua+ and the blue Aqua+ Coil in your dry aid kit overnight. Once thoroughly dry, store Aqua+, the blue Aqua+ coil and any accessories in the Nucleus 7 Activity Kit's waterproof case.

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The Nucleus Smart App is compatible with iPhone 5 (or later) and iPod 6th generation devices (or later) running iOS 10.0 or later. To use the Nucleus Smart App for Android, your device will need to run Android 5.0 (Lollipop) or later and support Bluetooth 4.0 or later. For a list of verified devices visit http://www.nucleussmartapp.com/android.

The Nucleus 7 Sound Processor is compatible with iPhone X, iPhone 8 Plus, iPhone 8, iPhone 7 Plus, iPhone 7, iPhone 6s Plus, iPhone 6s, iPhone 6 Plus, iPhone 6, iPhone SE, iPhone 5s, iPhone 5c, iPhone 5, iPad Pro (12.9-inch), iPad Pro (9.7-inch), iPad Air 2, iPad Air, iPad mini 4, iPad mini 3, iPad mini 2, iPad mini, iPad (4th generation) and iPod touch (6th generation) using iOS 10.0 or later. Information accurate as of February 2018.

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The Nucleus 7 Sound Processor is compatible with the Nucleus Profile Series, CI500 Series, CI24RE (Freedom) Series, CI24R and CI24M implants. The timeframe for Nucleus 7 Sound Processor compatibility for other implants depends on research and development timelines, manufacturing processes and regulatory approvals.

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