



Cochlear®
Hear now. And always



Five mistakes **cochlear implant recipients make**

Mistake #1

Avoiding loud situations



DON'T DO THIS:
Miss out on life because of background noise.



DO THIS:
Use ForwardFocus* in the Nucleus® Smart app.

When turned on, ForwardFocus reduces any noise coming from behind you so you can better hear the person talking in front of you. Simply turn it on in environments where you want to focus on someone speaking in front of you, and turn it off when it's not needed, for example in a quiet setting.

ForwardFocus must be enabled by your clinician, and is then controlled within the Nucleus® Smart App.



“In loud situations, use ForwardFocus, position yourself with distracting noise behind you and try lowering the sensitivity setting in the Smart App.”

Roger - Nucleus recipient

Mistake #2

Not understanding insurance coverage



DON'T DO THIS:
Spend your money unnecessarily.



DO THIS:
Learn what insurance covers.

What is covered by insurance? Typically, the sound processor, cables, coils, magnets and rechargeable batteries are covered by most insurance plans. All of those items are available at our online store.

[Visit store](#)



Batteries and chargers >



Wireless accessories >



Water-safe accessories >

Mistake #3

Not streaming directly from a smartphone



DON'T DO THIS:
Miss out on incredible sound quality and convenience of streaming straight from your smartphone directly to your cochlear implant.

Having sound at your fingertips is now easier than ever. Connect to your compatible Apple™ and Android™ devices and enjoy hands-free phone calls, music, audiobooks and more!



DO THIS:
Directly stream calls, music and other audio media.

[Check phone compatibility](#)



“When streaming on my iPhone, I adjust the main volume (streaming sound) and microphone levels (external sound) independently in the Nucleus Smart App. That allows me to stream and still hear what’s going on around me.”

Barry - Nucleus recipient

Mistake #4

Not knowing how to get help



DON'T DO THIS:
Experience poor device performance.



DO THIS:
Troubleshoot common issues or send in for repair.

Getting support is easy. Simply choose the sound processor you're having trouble with and read self-service content for solving problems. We have articles related to power and batteries, sound quality, apps & accessories and more.

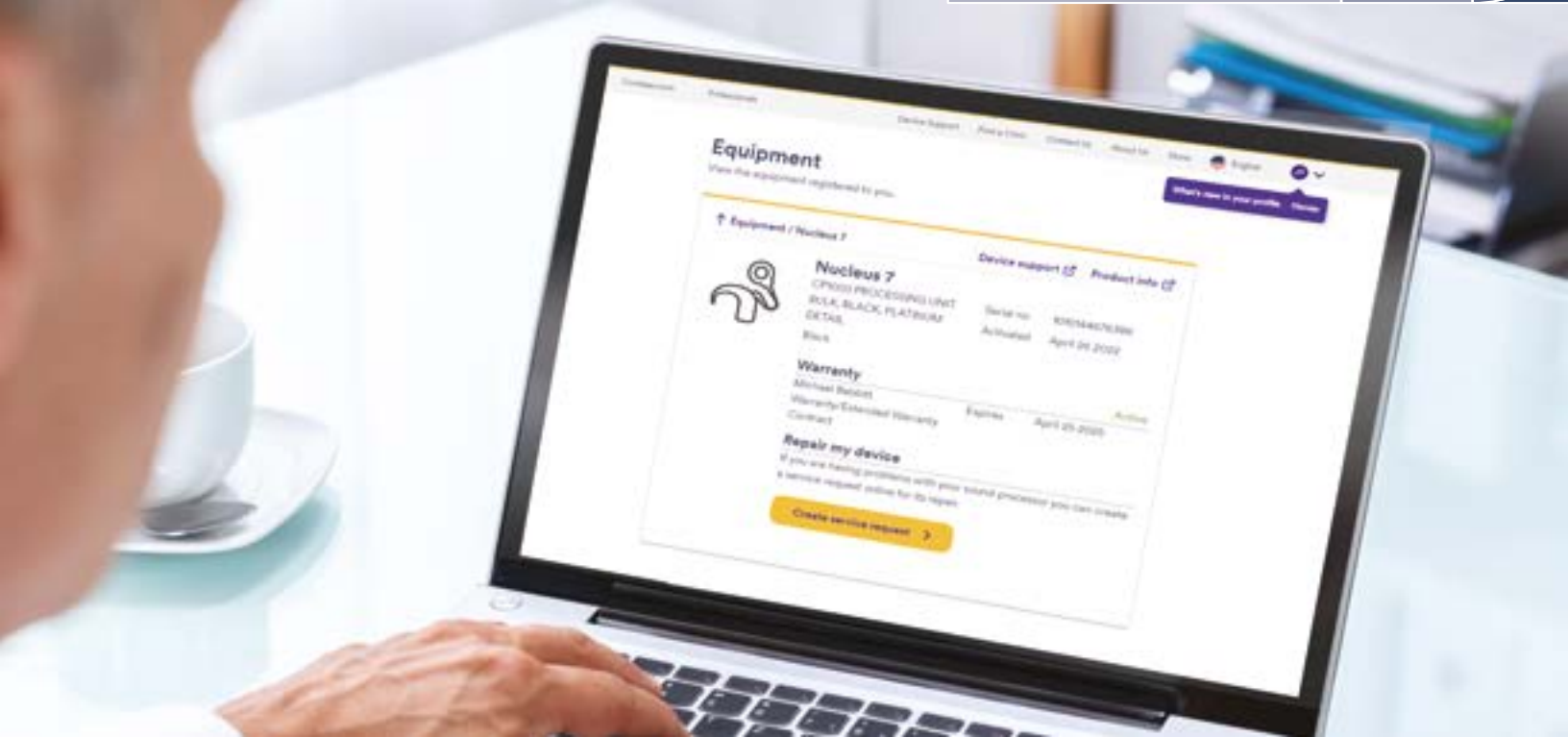
If you can't find an answer to your problem, you can call us, chat online or send in your sound processor for repair.

[Get device support](#)

“If you're dealing with Cochlear Americas, they will help you, and they make the process a lot easier. Every single time we call Cochlear, they treat us like we're family.”

Donna - parent of a Nucleus® recipient

Having old contact info



DON'T DO THIS:
Miss out on valuable information.

If you haven't logged into your account recently you could be missing out on important information about new technology, warranty, connected care and sound processor end-of-support information.



DO THIS:
Make sure to keep your contact info updated.

Updating your contact info is easy and ensures you are receiving valuable information about your cochlear implant.



Log in



Click "About Me"



Select "account information"

While you are logged in, check out the new "Equipment" section to see your devices, warranty expiration date and product information.

Hear now. And always

As the global leader in implantable hearing solutions, Cochlear is dedicated to helping people with moderate to profound hearing loss experience a life full of hearing. We have provided more than 600,000 implantable devices, helping people of all ages to hear and connect with life's opportunities. We aim to give people the best lifelong hearing experience and access to innovative future technologies. We collaborate with leading clinical, research and support networks. That's why more people choose Cochlear than any other hearing implant company.

* ForwardFocus can only be enabled by a hearing implant specialist. It should only be activated for users 12 years and older who are able to reliably provide feedback on sound quality and understand how to use the feature when moving to different or changing environments. It may be possible to have decreased speech understanding when using ForwardFocus in a quiet environment.

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. Not all products are available in all countries. Please contact your local Cochlear representative for product information.

Views expressed are those of the individual. Consult your health professional to determine if you are a candidate for Cochlear technology.

Cochlear Sound Processors are compatible with Apple and Android devices. Cochlear Smart Apps are available on App Store and Google Play. For compatibility information visit www.cochlear.com/compatibility. Android, Google Play and the Google Play logo are trademarks of Google LLC. The Android robot is reproduced or modified from work created and shared by Google and used according to terms described in the Creative Commons 3.0 Attribution License.

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