



**Getting started for
a lifetime of hearing**

**Cochlear™ Baha® 6 Max
Sound Processor**



Contents

Getting started

- Step 1: Create an account
- Step 2: Learn the basics of your device
- Step 3: Learn about Cochlear Family support and resources

Take your hearing to the next level


- Designed for everyday adventures
- Everyday connections can make a big difference
- Take your hearing to the next level

Cochlear services and support

- Additional services
- Troubleshooting
- My device details

Learn how the Baha® 6 Max
Sound Processor can help
you hear the sounds
you've been missing.





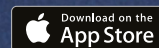
You are part of the Cochlear community of more than 600,000 recipients around the world.

Whether you are just starting your hearing journey or have been with Cochlear for many years, we recognize that learning about and adjusting to your new sound processor is exciting but can also feel overwhelming.

This brochure will guide you through how to get started with your new Cochlear™ Baha® 6 Max Sound Processor.

We are here to help you get the most out of your Baha 6 Max Sound Processor and enjoy this exciting new adventure.

Getting started



Step 1: Create a Cochlear account

You can use this login for everything Cochlear—Cochlear Family, the Baha® Smart App and the online Cochlear Store. If you are creating an account for the first time, you have two options:

- Download the Baha Smart App from the Apple App Store® or Google Play® and follow the prompts to create your account.
- Visit www.cochlear.com/us/family to register

This is a two-step process. When you've created an account, you'll receive a confirmation email. You can then return to the app and log in. The app will guide you through the steps of establishing a secure connection between your sound processor and the app.

Now that you're logged in, you can use the app to personalize your hearing experience!



Note: after you create a user name and password you can log in to Cochlear apps. After your clinician registers your device then you can log in to your Cochlear Account and make purchases on the Online Store.





Step 2: Learn the basics of your device

11 golden rules for handling your sound processor

Although your Baha Sound Processor is designed to withstand everyday wear and tear, here are some golden rules to keep in mind.

- 01** You can wear your sound processor **all day long**, except when sleeping.
- 02** When taking part in activities where you could lose your sound processor (e.g. contact sports), either **remove it or use the safety line** provided.
- 03** Your sound processor is **not waterproof**. Never wear it in the shower or when swimming. In heavy rain, use an umbrella.

- 04** To avoid feedback (whistling), **do not let objects** (e.g. hat, hairbrush, phone, glasses) **come in contact with the sound processor**. Also, ensure that the battery door is correctly attached and closed and that the sound processor sits in its correct position.
- 05** **Clean the external casing of your sound processor regularly** with a sound processor cleaning wipe, and clean the snap coupling with the small sound processor brush.
- 06** When adjusting your sound processor, make sure **your hands are clean** and avoid getting the casing dirty.
- 07** When using hair products, always **remove or cover your sound processor** to avoid damaging the microphone or the casing.
- 08** Your sound processor **cannot withstand extreme temperatures**. Never leave it on the dashboard in your car in bright sunlight or expose it to any other kind of extreme temperature.
- 09** If visiting or living in an area with high humidity, **use a Dry Aid Kit** (a bag or container that contains crystals that absorb moisture from your sound processor) to keep your sound processor in good working order.
- 10** To store your sound processor safely after use, **remove the battery** and place the sound processor in its case (or a Dry Aid Kit).
- 11** **When traveling**, your sound processor or implant may set off airport security metal detectors. Make sure the wireless functionality is turned off (flight mode) when boarding a plane. Security control instruction cards are included in the document pack.

Learn the basics of the Baha® 6 Max Sound Processor

Using your sound processor

To turn on your Baha 6 Max Sound Processor, close the battery door completely. To turn off your sound processor, gently open the battery door until you feel the first “click”.

Together with your hearing health professional, you will have selected up to four pre-set programs, all suitable for different environments, for your sound processor. To change programs, press and release the control button once. If enabled, audio and visual signals will let you know which program you have changed to. Repeat the step until you get confirmation you are in the desired program.

Adjust volume with the Baha Smart App, your Android or Apple smart phone or wireless devices.

In the user manual, you'll find more information about use, wear, audio and visual indicators, troubleshooting and more.

Change batteries

Only use batteries supplied or recommended by Cochlear. Baha 6 Max uses a 312 size type hearing aid battery (1.45 Volt zinc air, non-rechargeable).

To replace a battery, remove the sound processor from the head and hold it with the front facing down. Gently open the battery door until it's completely open.

Remove the old battery and get a new battery from the packet. Peel away the sticker on the + side and insert the new battery into the battery compartment with the + side facing up. Gently close the battery door.

If you have the optional tamper-resistant battery door, you'll need to insert the tamper resistant tool or the tip of a pen in the small hole on the battery door to unlock and turn off the device. Gently open the door. To lock and turn on the device, gently close the battery door until it's completely closed.

- 1 Control button
- 2 Microphone ports
- 3 Indicator light
- 4 Attachment hole for safety line
- 5 Snap coupling
- 6 Battery door

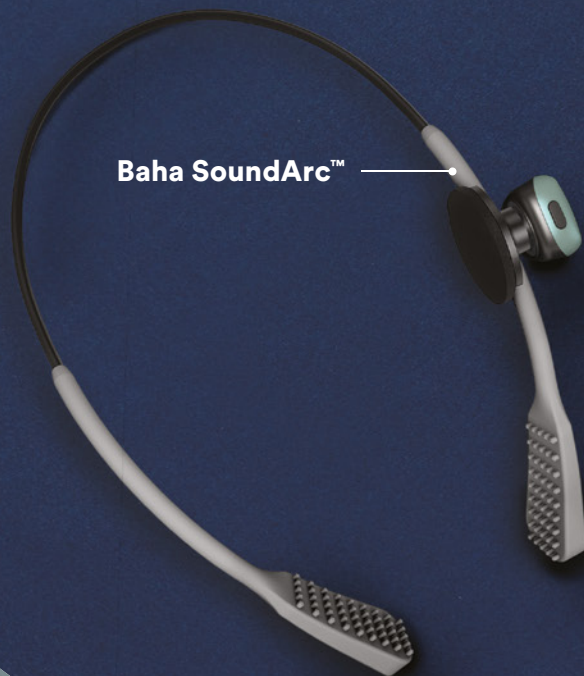


Check out our helpful videos on www.cochlear.com for tips on using your new device!

Baha® Start

Baha Start is our non-surgical bone conduction solution for your child until they're ready for an implantable solution. You can also use Baha Start to try bone conduction hearing before getting a bone conduction implant, or if you can't have an implant but can still benefit from bone conduction hearing.

If you have a non-surgical bone conduction solution, you either have a Softband or a SoundArc.



Baha SoundArc™



Baha Softband



Your quick guide to Baha® Softband

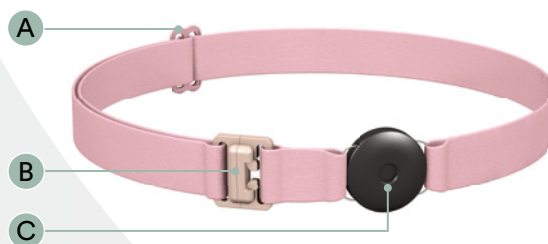
The Baha Softband is intended for test situations, for young children and for long-term use for people who cannot have an implant but can still benefit from bone-conduction hearing amplification.

Wearing your Softband

The Softband is fitted with one or two connector discs (C) with a built-in safety release (B), designed to open if the Softband should catch on an object. For the first few weeks the Softband can be worn for shorter periods of time until the wearer has become accustomed to it. To help avoid any tenderness use the Baha SoftWear™ Pad and vary the position of the disc on the wearer's head each day.

Step-by-step

- 1 Adjust the length of the Softband (A).
- 2 Attach the sound processor to the connector disc (C).
- 3 Place the Softband on the head and adjust it to fit comfortably. For best performance the disc should be placed flat behind the ear or a bony part of the skull (i.e. forehead).
- 4 Turn the volume on the sound processor up slowly.



Softband features

- A Length adjuster
- B Safety release
- C Connector disc



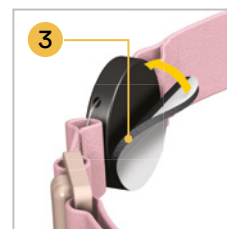
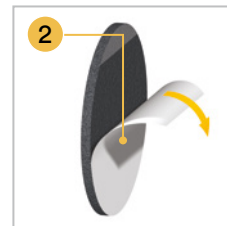
The Baha SoftWear Pad gently adapts to the contours of the skin, increasing the contact area even more to provide better sound transmission and further reduce pressure and peak pressure.¹

Replacing the Baha SoftWear™ Pad

Replace the pad when worn, damaged, or dirt or moisture cannot be wiped off.

Step-by-step

- 1 Remove the old pad from the connector disc, and any adhesive residue left behind.
- 2 Remove the cover sheet to expose the adhesive surface.
- 3 Attach the pad to the connector disc. Make sure it is centered and covers the entire surface.
- 4 Remove the remaining cover sheet from the pad.



Cleaning your Softband

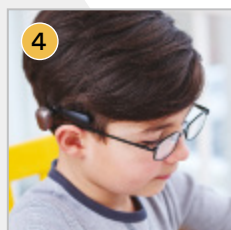
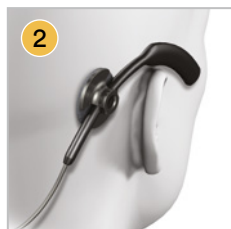
Remove the sound processor and Baha SoftWear Pad before washing or cleaning. Clean the Softband by handwashing at 40°C (104°F) or cooler. Use a mild soap but avoid fabric softeners. Do not tumble dry or iron. The disc(s) can be cleaned with a small brush. Never use any strong chemical solutions.

Your quick guide to Baha® SoundArc™

The Baha® SoundArc™ is an alternative to the Softband. It can be used for test situations and for long-term use for adults and children.

Wearing your Baha SoundArc

The SoundArc is designed to sit above the ears and be worn behind the head, with the Baha sound processor attached to the connector disc just behind the ear. It can be used on one side or both by adding a connector disc.



Step-by-step

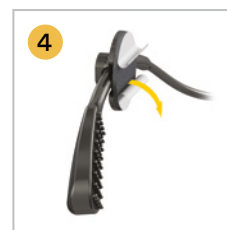
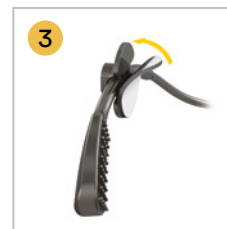
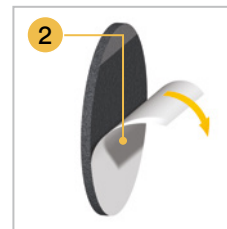
- 1 Make sure the tips rest slightly in front of the ears and the connector disc is placed above and behind the ear.
- 2 Slide the disc to the position shown in the image. It should not wobble. Ensure the disc sits flush against the skin. To avoid feedback, do not place the disc too close to the ear.
- 3 If the SoundArc falls backward, does not stay on or there is a gap at the back of the head, bend open at point A and inwards at B.
- 4 Fit the SoundArc with any accessories (glasses, etc.) in place, so they can be removed without affecting the position of the SoundArc.

Replacing the Baha SoftWear Pad

Replace the pad when worn, damaged, or dirt or moisture cannot be wiped off.

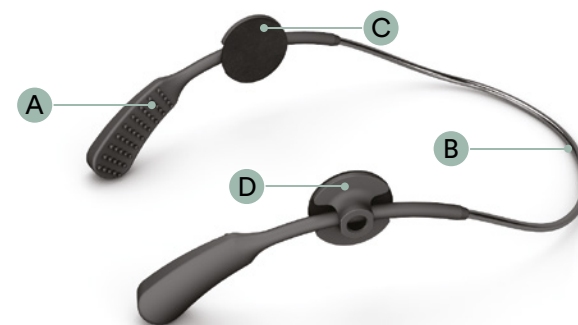
Step-by-step

- 1 Remove the old pad from the connector disc, and any adhesive residue left behind.
- 2 Remove the cover sheet to expose the adhesive surface.
- 3 Attach the pad to the connector disc. Make sure it is centered and covers the entire surface.
- 3 Remove the remaining cover sheet from the pad.



Cleaning

Remove the sound processor and Baha SoftWear Pad before washing or cleaning. Clean the SoundArc with a soft wipe. Clean the snap coupling with a small, soft brush. Never use any strong chemical solutions.



SoundArc features

- A Soft silicone tips and grips—provide a comfortable fit
- B Steel spring band—fits most shapes and sizes
- C Baha SoftWear Pad
- D Connector disc

For more support, visit

www.support.cochlear.com/us/en/home

Baha® System

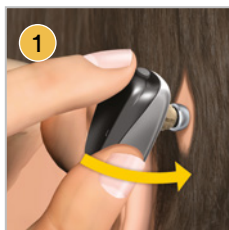
If you have gotten an implant, you either have a Baha Connect System or a Baha Attract System. The Baha Connect System has an abutment you snap your sound processor onto, and the Baha Attract System has a magnetic connection between implant and sound processor.



“With my Baha System, I finally enjoy talking to people again. My family and professional life has improved, and most importantly, my self-confidence has increased drastically.”

Anne – Baha System recipient

Your quick guide to Baha® Connect System



Never push the sound processor or actuator unit straight in.

Wearing with Baha Connect

1 Attaching your sound processor

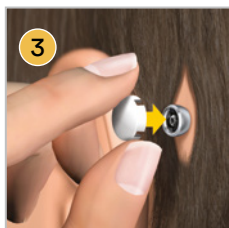
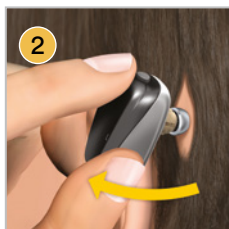
Your Baha sound processor or actuator unit snaps onto the abutment easily. Simply attach it at a slight angle and tilt or rock it into place, taking care to keep your hair out of the way. The tilt technique reduces the pressure on the abutment and prevents any discomfort. Make sure you never push the sound processor or actuator unit straight in.

2 Removing your sound processor

To remove the sound processor or actuator unit, lift your hair, slide a fingertip under it, and gently tilt it until it snaps off. Never pull it straight out.

3 Protecting your abutment

Whenever you are not wearing your Baha sound processor, you can protect the abutment using the press-on abutment cover provided with your sound processor. Wear it when sleeping, during rough contact sports, or when having hair treatments.



Cleaning

It is very important to clean the abutment area thoroughly. Skin debris or other dirt in the abutment can affect the sound quality and cause damage to your sound processor.

First weeks after surgery

Once the dressing is removed, maintain good daily hygiene at home to avoid redness or soreness. Wash your hair carefully and use an alcohol-free cleaning wipe to keep the skin clean.

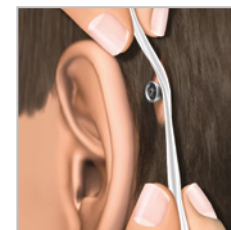
Daily cleaning

After a few weeks, start cleaning the outside of the abutment daily using mild soap and plenty of warm water. An alcohol-free cleaning wipe should be used to remove any debris around the base of the abutment. Once clean, the area should be gently dried with a clean towel or tissue. Any hair wrapped around the abutment should be removed.

Weekly cleaning

The inside of the abutment should be cleaned on a weekly basis, using alcohol-free cleaning wipes to avoid damage of the sound processor. Should you experience soreness or inflammation, or if the abutment feels loose, contact your hearing care professional.

Just like your teeth, the area around your abutment needs **daily care**.



Your quick guide to Baha® Attract System



Wearing with Baha Attract

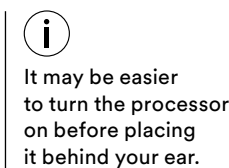
Connecting sound processor to magnet

- 1 Hold the magnet with one hand, or place it on a flat surface.
- 2 Hold the sound processor or actuator unit with the buttons positioned upwards, tilt it and gently snap it into the magnet.
- 3 If applicable, attach the Baha Safety Line to the sound processor.



Placing on your head

- 4 Make sure that the arrow on the magnet is pointing upwards and then place the magnet and sound processor over the implant behind your ear. Also, make sure the sound processor is pointing upwards for optimal directional microphone placement.
- 5 For optimal retention, make sure there is not too much hair underneath the magnet when placing it over the implant.
- 6 If applicable, attach the Baha Safety Line to your clothing.



Removing your sound processor

- 7 Grasp the sound processor or actuator unit with the magnet still attached, and gently pull it away from your head.
- 8 To remove the sound processor from the magnet, place one finger under the sound processor and gently tilt until it releases.

Replacing the Cochlear™ SoftWear™ Pad

Replace the pad regularly for comfort, or when worn, damaged, or dirt or moisture cannot be wiped off.

Step-by-step

- 1 Remove the old pad from the magnet, and any adhesive residue left behind.
- 2 Remove the cover sheet to expose the adhesive surface.
- 3 Attach the pad to the magnet. Make sure it is centered and covers the entire surface.
- 4 Remove the remaining cover sheet from the pad.

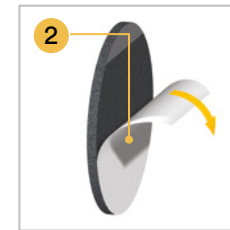
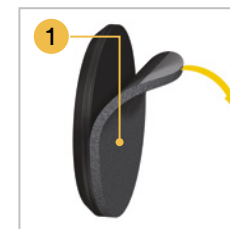
i If you experience a gradual deterioration in wearing comfort, change the Baha SoftWear Pad. If this does not help, contact your hearing care professional.

Cleaning

Remove the sound processor and Cochlear™ SoftWear™ Pad before washing or cleaning. Keep your magnet clean by using a soft wipe. Do not use running water. Clean the snap coupling with a small, soft brush. Never use any strong chemical solutions.

Easing into wear time

! When you first start wearing your sound processor with Baha Attract, gradually increase the length of wear time to allow your skin to adapt to the pressure. If any irritation is noted, remove the magnet to let the skin rest for a while. If discomfort or skin irritation persist, contact your hearing care professional.



Step 3: Learn about Cochlear Family support and resources

The Cochlear Family program provides resources and tools to help you throughout your hearing journey. It is the main resource for your personal equipment information, hearing therapy tools and many other support materials.

After Cochlear Account registration and your clinician registers your device, you are a member of Cochlear Family with access to all the resources Cochlear offers.

Cochlear Family benefits



myCochlear™: personalized webpages with your equipment and warranty information.



Service plans: see the status of your warranty and protect your investment.



Cochlear Family Newsletter: distributed via email monthly and includes resources, tips and stories from recipients.



Exclusive promotions: learn about exclusive promotions before anyone else.



Cochlear Online Store: visit the store 24/7 by logging in to purchase accessories, maintenance items and more!



Create a card: create your own personalized Cochlear Family card to carry with you that includes TSA travel and MRI information.



Cochlear Celebration: join the premier Cochlear Family event where recipients and families from across the country gather for connection, fun, education and a party!

Access the resources
available to you by visiting
www.cochlear.com/us/family



Take your hearing
to the next level





Designed for everyday adventures

If you're planning to travel, make sure you plan ahead. Make a list of what you need to pack to ensure you don't forget any of your sound processor essentials:

- ☐ Remember to bring extra batteries.
- ☐ Take a soft cloth for cleaning.
- ☐ Bring your case to keep your sound processor safe.
- ☐ Airport security scanners will not damage your sound processor, and, in most cases, you will not need to remove your sound processor. When traveling, your Baha sound processor or implant may set off airport security metal detectors. Make sure the wireless functionality is turned off (flight mode) when boarding a plane.
- ☐ Bring your Security Control instruction cards. You can show these to security personnel if they have questions about your sound processor.
- ☐ For physical activities, remember your Safety Line.
- ☐ Bring a Dry Aid Kit if you're traveling to a humid area.



The safety line should always be used when a sound processor is worn by children.

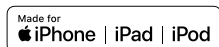
Everyday connections can make a big difference.

Enjoy your favorite movies, audiobooks, music or videos calls from your friends and family, with audio streamed directly from compatible Android™ and Apple® devices to your sound processor.

With the Baha® Smart App, you can...

- Change programs on your sound processor and activate wireless streaming.
- Adjust the volume on your sound processor and Cochlear True Wireless™ Devices.
- Locate your misplaced sound processor.
- View sound processor status and usage.

Go to **App Store** or **Google Play** to download the app and follow the prompts to create an account.



Take your hearing to the next level

The Baha® 6 Max is FM compatible and can connect with Cochlear True Wireless™ accessories to make hearing easier in noisy situations.



Wireless Mini Microphone 2+

Clip the Wireless Mini Microphone on to your friend or colleague so you can hear more clearly when eating in a noisy restaurant or in a presentation at work. The Mini Microphone can also help your child hear the teacher in school.^{2,3}



Wireless TV Streamer

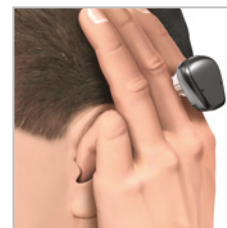
Enjoy watching TV at a sound level that is comfortable for everyone.

Share the experience

Family members and friends can “share the experience” of bone conduction hearing. If you are a parent, teacher or caregiver you may want to test whether the sound processor is working properly.

Two ways to listen to a sound processor:

- Connect the sound processor or actuator unit to the Baha Softband. Put the Softband on your head, turn the volume up, put your fingers in your ears and listen.
- Snap the sound processor or actuator unit onto a test rod, turn the volume up, hold the rod against the skull bone behind your ear, put your fingers in your ears and listen.



Test rod

To test if a sound processor is working:

Snap the sound processor or actuator unit onto a test rod, hold the test rod between your fingers, and speak gently into the microphone. If you can feel the vibrations in the rod it is working properly.

Make sure the sound processor is not touching anything other than the connector to prevent feedback from occurring.

Cochlear services and support





Cochlear is with you at every step of your hearing journey. We offer services to help support you and enrich every moment life has to offer.

Device support and troubleshooting – if you need device support related to your sound processor, Smart App or accessories, visit Device Support to view a library of helpful videos and tools. If you are experiencing difficulties with your sound processor, many issues can be fixed using our troubleshooting resources. If the troubleshooting tips do not resolve your issue and your sound processor is under warranty, you are able to place an online service request.

<https://support.cochlear.com/us/en/home>

Chapter meetings – provide a rich community with ongoing education and support for recipients—from initial activation and beyond.

www.cochlear.us/chaptermeetings

Hear Always – Reduce time spent “off air” with expedited service for your sound processor.

Hear & Now – follow our blog with stories and resources especially for recipients.

www.hearandnow.cochlearamericas.com

Find a Clinic – instantly find clinics near you that provide hearing implants and request an appointment right from the site.

www.cochlear.com/us/en/connect/find-a-clinic

Reimbursement and insurance services – learn more about our direct insurance billing services.

www.cochlear.com/us/insurancesupport

Service plan – Protect your investment and take comfort in knowing replacement parts and repairs are covered after your original warranty ends.

Social media – follow us for current information, inspirational stories and more.



Troubleshooting

If you experience physical problems or any difficulty using your sound processor, follow the guidelines listed in this chart. If this fails to help, please contact your hearing care center for further assistance. For more detailed troubleshooting, please refer to your User Manual.

My device details

Model:

Serial number(s):

My hearing care center:

Clinic:

Contact details:

Problem	Cause	Possible Solution
No sound / weak sound	Weak or dead battery.	Replace / recharge battery.
	Volume too low.	Turn up volume.
Feedback (whistling)	Hat, glasses or other object in contact with sound processor.	Check that the sound processor is not touching anything. Relocate or remove the object.
	Battery door in wrong position.	Correct the position and close battery door.
	The sound processors settings are not optimal.	Contact your hearing care professional to program your sound processor in an optimal way.
Sound is distorted or intermittent	Too high volume.	Decrease volume.
	Weak battery.	Replace / recharge battery.
Sound processor does not work	Sound processor is not turned on.	Turn on sound processor.
	Battery door is not completely closed.	Make sure to insert the battery the correct way and gently close the battery door completely.
	Dead battery.	Replace / recharge battery.
	Battery inserted wrong way.	Make sure battery is inserted correctly.
	Audio accessory program active and no accessory connected.	Check program setting.
Sound processor repeatedly falls off*	Magnet is too weak.	Contact your hearing care professional.
Persistent skin irritation*	Magnet is too strong.	Contact your hearing care professional.

* Applicable to the Baha Attract System only

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.

1. Flynn MC, Fyrlund H. Design concept and technological considerations for the new Baha Softband. Cochlear Bone Anchored Solutions AB, 631194, 2015.
2. Jones, M. (2017, July) Hearing in Noise Benefit Using the Cochlear Mini Microphone 2+ with Nucleus Sound Processors, CI2017 Pediatric 15th Symposium on Cochlear Implants in Children, San Francisco, CA (with Nucleus 7).
3. Razza, S., Zacccone, M., Meli, A., & Cristofari, E. (2017). Evaluation of speech reception threshold in noise in young Cochlear™ Nucleus® system 6 implant recipients using two different digital remote microphone technologies and a speech enhancement sound processing algorithm. International Journal of Pediatric Otorhinolaryngology, 103, 71–75. doi:10.1016/j.ijporl.2017.10.002 (with Nucleus 6 and MiniMic 2+).

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.

Cochlear Baha 6 Max sound processor is compatible with iPhone, iPad, iPod touch and selected Android phones. For compatibility information visit www.cochlear.com/compatibility.

Android and Google Play are registered trademarks of Google Inc.

©2021. Apple, the Apple logo, FaceTime, Made for iPad logo, Made for iPhone logo, Made for iPod logo, iPhone, iPad Pro, iPad Air, iPad mini, iPad and iPod touch are trademarks of Apple Inc., registered in the U.S. and other countries. App Store is a service mark of Apple Inc., registered in the U.S. and other countries.

The Bluetooth® word mark and logos are registered trademarks owned by Bluetooth SIG, Inc. and any use of such marks by Cochlear is under license.

©Cochlear Limited 2021. All rights reserved. Hear now. And always and other trademarks and registered trademarks are the property of Cochlear Limited or Cochlear Bone Anchored Solutions AB. The names of actual companies and products mentioned herein may be the trademarks of their respective owners.

www.cochlear.com/us

Cochlear Americas
10350 Park Meadows Drive
Lone Tree, CO 80124 USA
Telephone: 303 790 9010
Support: 800 483 3123

Cochlear Canada Inc.
2500-120 Adelaide Street West
Toronto, ON M5H 1T1 Canada
Support: 800 483 3123



BUN855 ISS1 MAR21

Follow us on

