

Quality care,  
from anywhere

Getting started  
Remote Check

  
**Cochlear**<sup>®</sup>  
Hear now. And always



## Welcome

Welcome to Remote Check – the new way to receive care from your clinician in the convenience of your own home.

Together with your clinician, Cochlear is proud to offer you this convenient, app-based service. With Remote Check, you can have your (or your child's) routine check-up done remotely, potentially saving yourself the time and cost of travelling to a clinic when your hearing is progressing well.

To help you get started, this booklet explains how to set up Remote Check on your compatible Apple device\*, how to complete the Remote Check activities and what happens after your clinician assesses your results.

\*Remote Check with the Cochlear™ Nucleus® 7 or Kanso® 2 Sound Processor is available for iPhone and iPod touch users. For compatibility information visit [www.cochlear.com/compatibility](http://www.cochlear.com/compatibility).



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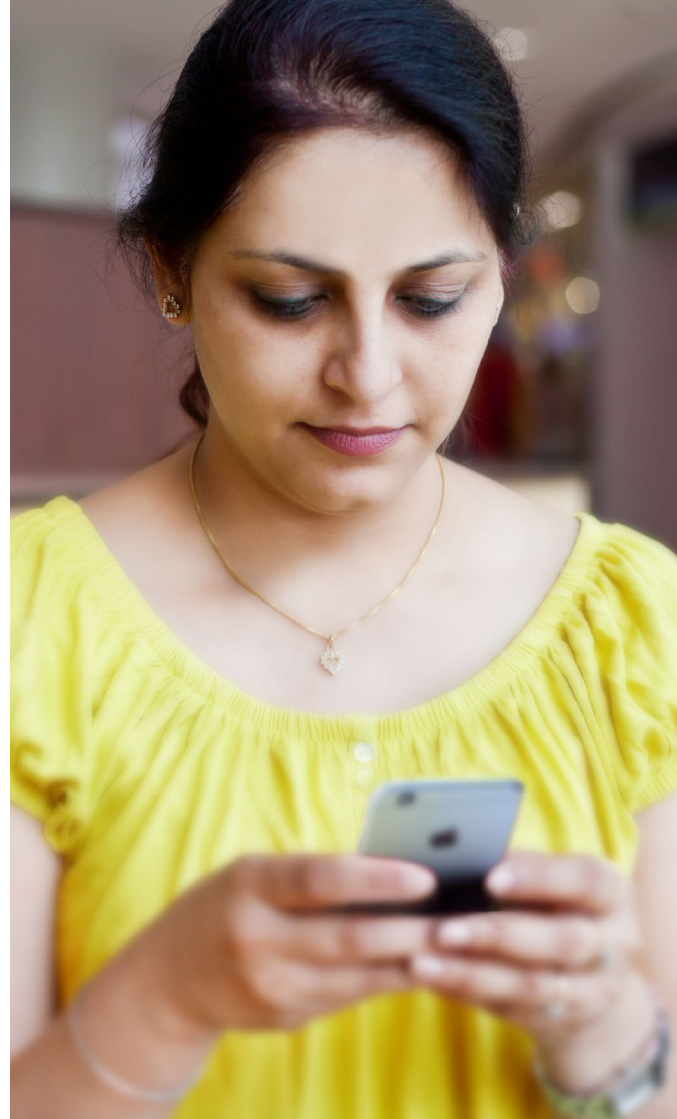
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## Before you start

To use Remote Check, make sure you have:

- ✓ A Cochlear™ Nucleus® 7 or Kanso® 2 Sound Processor
- ✓ Access to a compatible iPhone or iPod touch\*
- ✓ Downloaded the Nucleus Smart App from the Apple App Store  
Open the App Store app on your phone, search for Nucleus Smart, then tap 'Get'
- ✓ Paired your sound processor/s to the App. Also enable the datasync function
- ✓ Created a Cochlear account either on the Nucleus Smart App or at myCochlear.com  
If you don't have an existing Cochlear Account, your clinician can send an account invitation to your email address. This is the easiest way to create an account.  
  
Otherwise, you can also create a new account on the Nucleus Smart App or at myCochlear.com. You will still need a valid email address to do so.

\*Remote Check with the Cochlear Nucleus 7 or Kanso 2 Sound Processor is available for iPhone and iPod touch users. For compatibility information visit [www.cochlear.com/compatibility](http://www.cochlear.com/compatibility).



## The bigger picture

Before we take you through the activities you'll be doing on your phone, here is an outline of the Remote Check process from beginning to end.

- 1 Download the Nucleus Smart App on your iPhone or iPod touch.
- 2 Your clinician will activate the Remote Check feature of the app so you can access it.
- 3 At a time that is convenient for you, complete the Remote Check activities your clinician has recommended for you.
- 4 Your results will be sent securely to your clinician for assessment.
- 5 If your clinician decides you don't need to attend a face-to-face appointment, you've saved yourself time.
- 6 If you do need a face-to-face appointment, you can contact your clinician to ensure you receive the care you need.

## Remote Check activities

The complete suite of Remote Check activities is designed to be easy to follow and can be completed in as little as 15 minutes.<sup>1</sup>

The list of activities in your Remote Check may be different from this list. Your clinician will personalise the activities according to your specific needs.

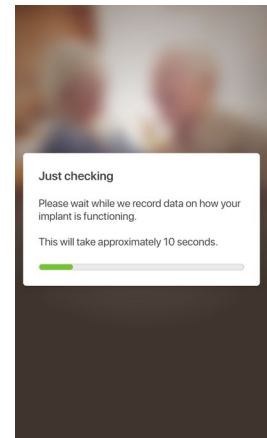
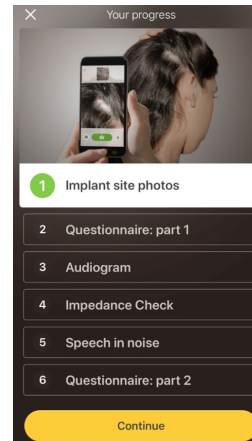
While you are performing the activities, the app will collect some data on how your sound processor is performing and send the results to your clinician.

### Tips

**Before you start**, find a quiet time and place so you can focus on the activities without being disturbed. The app will guide you through each step.

You won't need to do anything while this happens; it will just take a few seconds.

**For the Remote Check**, use the MAP and processor settings you use on a daily basis.



1. D1739391. Remote Check Usage Investigation Report. Data on file. April, 2020.

## Activity 1. Implant site photos

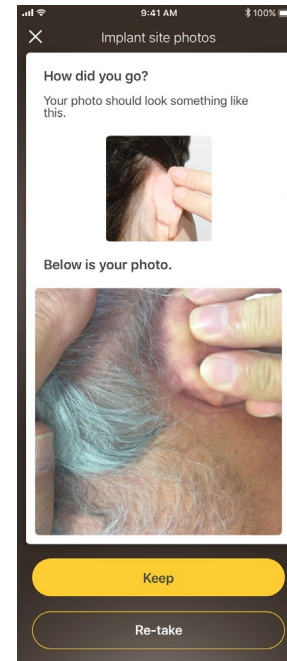
This Remote Check activity involves you taking a series of photos around your implant site – that’s where your coil attaches to the magnet. These photos allow your clinician to check for any skin irritation or inflammation that might be there.

The app will guide you through this activity, making sure you know how the photos should look.

You can also re-take each photo as many times as you like until you’re happy with it.

### Tips

- You might find it easier to ask someone to help you take the photos.
- To take these photos, the Nucleus Smart App will need to access your phone camera. Simply follow the instructions when the app prompts you.
- If you wear two sound processors, you will need to take photos of both sides. The app will guide you through this process, one side at a time.



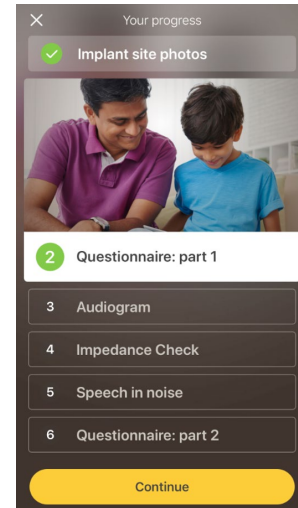
## Activity 2. Questionnaire: part 1

Remote Check uses a questionnaire to gather information about your general health, the sound quality of your processor, and your recent listening activity.

The questionnaire is split into two parts, so you'll see two activities called 'Questionnaire'.

### Tips

- Some questions are simply Yes/No, some are multiple choice, and some require you to answer the question on a scale.
- For scale-based questions, simply slide the arrow along the scale to indicate your answer.
- This questionnaire requires that each question has a response. If you feel a question is not relevant to you, please select a positive response and move on to the next one.



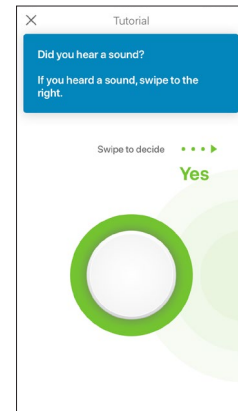
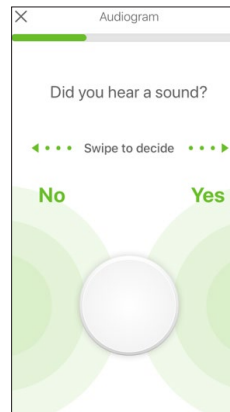
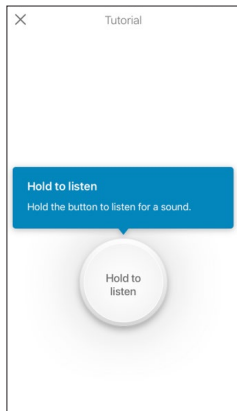


### Activity 3. Audiogram

The Remote Check audiogram is a hearing test to help your clinician understand which sounds you can and cannot hear.

The app provides a tutorial to show you how this activity works.

Keep your finger on the button and swipe right if you hear a sound, and left if you don't.



#### Tips

There will be times when you should hear no sound presented, so swipe left whenever you do not hear a sound.

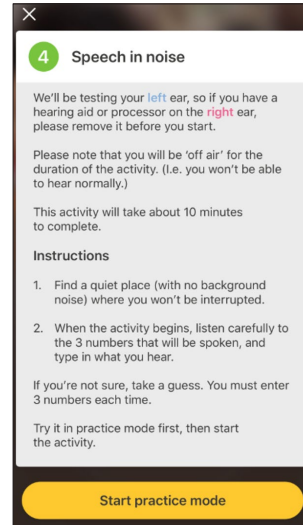
## Activity 4. Speech in noise

This activity measures how well you can understand speech in background noise.

Listen carefully to the three numbers that will be spoken, and type the numbers you hear.

### Tips

- You'll be able to go through a practice run before the real test starts.
- When you get to the point in the activity when you are not sure of the numbers spoken, take a guess and move on.

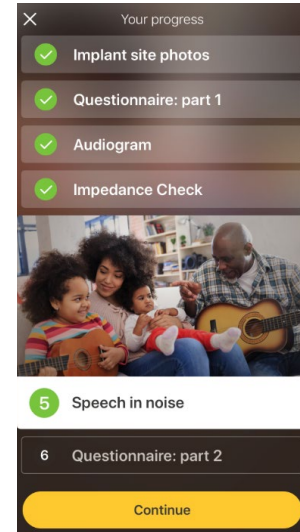


## Activity 5. Questionnaire: part 2

This activity is the second part of the questionnaire.

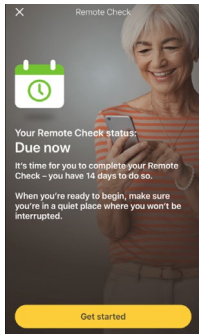
Follow the steps in the app to answer each question as well as you can.

Once you have completed the questionnaire, you have the option to discuss any issues with your clinician via the 'add information' button.

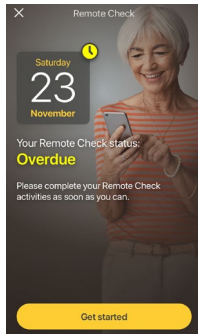


## Your Remote Check status

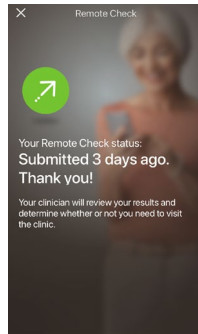
The Remote Check home screen will always provide your status.



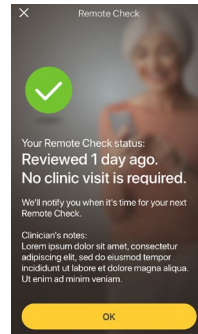
Due in 14 days



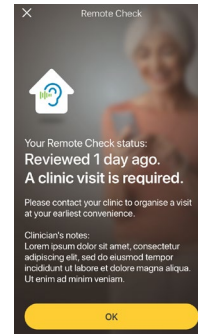
Overdue



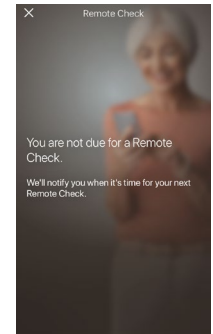
Submitted



No clinic visit required



Clinic visit required



Not due for a Remote Check

## Common questions

### 1. How do I download the Nucleus Smart App?

Simply tap the App Store app on your phone, search for Nucleus Smart, then tap 'Get'. For further instructions, visit [www.cochlear.com/nucleus7](http://www.cochlear.com/nucleus7)

### 2. Which iPhone/iPod touch model do I need?

A complete list of the iPhone and iPod touch models that are compatible with the Nucleus Smart App and Remote Check are listed here: [www.cochlear.com/compatibility](http://www.cochlear.com/compatibility)

### 3. Do I need Wi-Fi?

If you complete the Remote Check activities on an iPod touch, you need to be connected to Wi-Fi. If you're using an iPhone, it needs to be data enabled if you don't have Wi-Fi.

### 4. What happens when I complete my Remote Check?

Your results are automatically sent from the Nucleus Smart App to Cochlear's secure database. Your clinician can then log into Cochlear's secure web-based portal to access and review your results.

Your clinician will then get in touch to recommend if any further action is required.

### 5. Will my information be secure?

Cochlear is committed to protecting the privacy of customer information in accordance with applicable privacy and data protection regulations. As such, we use high-level encryption techniques to ensure the security of your information. Personal information is handled in accordance with our Privacy Policy\*.

### 6. How long does it take to complete a Remote Check?

The time required to complete a Remote Check will depend on several factors including your familiarity with using Remote Check, whether you have one or two implants, and how many activities you are required to complete. Many recipients can complete their Remote Check in as little as 15 minutes.<sup>1</sup> Allow extra time when first using Remote Check to become familiar with the different activities.

\* <https://www.cochlear.com/corporate/privacy-current/en>

1. D1739391. Remote Check Usage Investigation Report. Data on file. April, 2020.

**7. What happens if I am interrupted during one of the Remote Check activities?**

Remote Check will always save your progress as you go, so you can take a break if you need. However when you restart, you may need to repeat some activities depending on where you were when Remote Check was paused.

If you ever have any issues, feel free to contact Cochlear Customer Service. Find your nearest customer service centre here: [www.cochlear.com/customer-service](http://www.cochlear.com/customer-service).

**8. What should I do if my hearing or equipment requires immediate attention?**

Please contact your clinician or hearing health professional as soon as possible.

**9. Can I see the results of my Remote Check activities after I have completed them?**

The Remote Check results are only visible to your clinician. Your clinician can send comments to you using the Nucleus Smart App.

**10. Is there a time limit to complete Remote Check?**

After receiving notification to complete a Remote Check session, you have 14 days to complete it. You will receive reminder emails and app notifications to remind you to complete Remote Check.

**11. Does it make a difference which program I use?**

MAP and processor settings can affect your Remote Check results.

You should complete the Remote Check activities using your daily MAP and processor settings especially your usual volume setting.



If you have any further questions about Remote Check, speak to your clinician or contact Cochlear Customer Service. Find your nearest customer service centre here: [www.cochlear.com/customer-service](http://www.cochlear.com/customer-service)

# 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 have the industry's best clinical, research and support networks.

That's why more people choose Cochlear than any other hearing implant company.

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[www.cochlear.com](http://www.cochlear.com)

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.

The Cochlear Nucleus 7 and Kanso 2 Sound Processors are compatible with Apple and Android devices. For compatibility information visit [www.cochlear.com/compatibility](http://www.cochlear.com/compatibility)

The Cochlear Nucleus Smart App is available on App Store and Google Play.

ACE, Advance Off-Stylet, AOS, AutoNRT, Autosensitivity, Beam, Bring Back the Beat, Button, Carina, Cochlear, 科利耳, コクレア, 코클리어, Cochlear SoftWear, Codacs, Contour, Contour Advance, Custom Sound, ESprit, Freedom, Hear now. And always, Hugfit, Hybrid, Invisible Hearing, Kanso, MET, MicroDrive, MP3000, myCochlear, mySmartSound, NRT, Nucleus, Outcome Focused Fitting, Off-Stylet, Slimline, SmartSound, Softip, SPrint, True Wireless, the elliptical logo, and Whisper are either trademarks or registered trademarks of Cochlear Limited. Ardium, Baha, Baha SoftWear, BCDrive, DermaLock, EveryWear, SoundArc, Vistafix, and WindShield are either trademarks or registered trademarks of Cochlear Bone Anchored Solutions AB.

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