

Supplement for Nucleus Smart App Bimodal Control

for

Nucleus[®] Smart App User Guide for iPhone[®] and iPod touch[®]

Nucleus[®] Smart App User Guide for Android[™]

Cochlear[™] Pairing Guide (for iPhone[®]/iPod touch[®]/iPad[®])

Cochlear[™] Pairing Guide (for Android[™])

Symbols used in this document



Note

Important information or advice.



Tip

Time saving hint.



Caution (no harm)

Special care to be taken to ensure safety and effectiveness. Could cause damage to equipment.



Warning (harmful)

Potential safety hazards and serious adverse reactions. Could cause harm to person.

Contents

About this supplement 2

Nucleus Smart App for iPhone, iPod touch and Android 3

Cochlear Pairing Guide (for iPhone / iPod touch / iPad)..... 8

Cochlear Pairing Guide (for Android) 16

Other information 21

About this supplement

This supplement is intended to describe the bimodal control features for hearing implant recipients and their carers for:

- Cochlear™ Nucleus® 8, Nucleus 7, Nucleus 7 S, Nucleus 7 SE Sound Processors
- Kanso® 2 Sound Processors.

Bimodal control allows you to self-manage the control of both your sound processor and compatible ReSound hearing aid¹ through the Nucleus Smart App with your iPhone, iPod touch, iPad or Android smartphone.

The information in this supplement should be read together with:

- Nucleus® Smart App User Guide for iPhone® and iPod touch®
- Nucleus® Smart App User Guide for Android™
- Cochlear™ Pairing Guide (for iPhone®/iPod touch®/iPad®)
- Cochlear™ Pairing Guide (for Android™)

Please also refer to the relevant sound processor user guide for essential advice relating to the use of the sound processor and its accessories.

¹ For compatibility information visit www.cochlear.com/compatibility

Nucleus Smart App for iPhone, iPod touch and Android

Get started

Nucleus Smart App is compatible with Cochlear™ Nucleus® 8, Nucleus 7, Nucleus 7 S, Nucleus 7 SE and Kanso® 2 Sound Processors.

For bimodal control, with a compatible ReSound hearing aid¹, you can control and monitor both your sound processor and hearing aid through the Nucleus Smart App.

Pair your sound processor and hearing aid

For **bimodal** control, refer to the relevant section in this Supplement for your device:

- Bimodal pairing for iPhone®/iPod touch®/iPad® page 8
- Bimodal pairing for Android™ page 16.

Unpair your sound processor and hearing aid

For **bimodal** control, if you change your sound processor or if you change your hearing aid, you will need to:

- **Unpair** your sound processor
- **Unpair** your hearing aid
- **Pair** both the (new) sound processor and (new) hearing aid. Refer to the above section *Pair your sound processor and hearing aid* on page 3.




Note

If you receive a new hearing aid, you will need to contact your clinician to configure the new hearing aid, and then follow the above steps for bimodal control.

¹ For compatibility information visit www.cochlear.com/compatibility

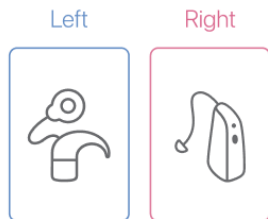
Bimodal - sound processor and hearing aid control

You can control and monitor your **sound processor together with a compatible ReSound hearing aid** using your Nucleus Smart App. You can stream simultaneously to your sound processor and hearing aid.

 **Note**
Your clinician must assign your sound processor and hearing aid to the correct ear and link them before you start.


You must firstly pair and verify your sound processor and hearing aid for bimodal control.

You will see a **blue bar** for your sound processor and a **red bar** for your hearing aid.



Left and right side control settings:

- Left side controls are for the sound processor (your Cochlear implant).
- Right side controls are for the hearing aid.

 **Note**
If your Cochlear implant is on your right side and your hearing aid is on your left side, you can swap the Nucleus Smart App display for left and right side control settings using the *Settings menu* (refer to the Pairing Guide for your device).

Use bimodal control

To use the bimodal features of your device and hearing aid, there are two separate control buttons on your Nucleus Smart App screen.

Program features

Program features may be selected for the sound processor using the left side control.

If enabled, filters for your hearing aid may be selected using the right side control.

**Note**

If your configuration is bimodal, and your hearing aid is not connected, the screen will display as unilateral (that is, one sound processor), but the screen banner will indicate onboarding setting.

Use Forward Focus

For bimodal control, ForwardFocus on the sound processor will be deactivated on starting, and noise filters on the hearing aid will be deactivated on starting.

Check status

For bimodal control, the Status screen for your hearing aid will indicate faults for battery low, battery flat or sound processor needs to be restarted.

Sound Check

The Sound Check feature is not available for hearing aids.

Firmware updates

For your hearing aid firmware updates, please refer to your hearing aid instructions.

Troubleshoot

Contact your clinician if you have any concerns regarding the operation or safety of your sound processor or hearing aid.

Problem	Resolution
<p>You cannot see either the sound processor or the hearing aid in your Nucleus Smart App</p>	<ol style="list-style-type: none"> 1. Go to your Settings screen on your smartphone 2. Select Hearing Devices 3. Check for sound processor and hearing aid listed. <p>Repeat the pairing process for your hearing devices.</p>
<p>Your hearing device(s) is no longer Bluetooth connected</p>	<p>Turn off Bluetooth, turn on Bluetooth, and add your hearing device(s).</p>
<p>Hearing aid is paired and you can stream to sound processor, but Nucleus Smart App is displaying hearing aid is not compatible</p>	<p>You may have an older hearing aid that is compatible for bimodal streaming but not compatible for bimodal control.</p> <p>You can continue to setup the Nucleus Smart App to control your sound processor and use the ReSound Smart 3D app to control your hearing aid separately.</p> <p>Your Nucleus Smart App will continue to support your sound processor in unilateral mode.</p>
<p>Hearing aid is paired, but Nucleus Smart App is asking to pair hearing aid</p>	<p>You may have an older hearing aid that is compatible for bimodal streaming but not compatible for bimodal control.</p> <p>You can continue to setup the Nucleus Smart App to control your sound processor and use the ReSound Smart 3D app to control your hearing aid separately.</p> <p>Your Nucleus Smart App will continue to support your sound processor in unilateral mode.</p>

Problem	Resolution
Hearing aid is not compatible with Nucleus Smart App	Refer to the compatibility page for supported ReSound hearing aids for bimodal control: www.cochlear.com/compatibility
You cannot use "SCAN", "ForwardFocus", "Sensitivity" with hearing aid. You cannot use "All-Around", "Speech Focus" with sound processor	Cochlear sound processor and ReSound hearing aid have different features. Nucleus Smart App bimodal control allows you to manage Cochlear features and selected ReSound features. Nucleus Smart App bimodal control does not change how your ReSound hearing aid features work.
A dot "." is displayed for the program for a hearing aid accessory	The dot "." indicates that the hearing aid accessory is not selected or not applicable.
Your Android smartphone is not showing your hearing aid in the Nucleus Smart App	<ol style="list-style-type: none"> 1. In phone settings on your Android smartphone, select both sound processor and hearing aid. 2. 'Forget' these hearing devices. 3. In Nucleus Smart App, unpair the hearing aid. 4. Pair the hearing aid.
The hearing aid screen display section of the Nucleus Smart App is greyed out	The hearing aid is no longer available. Check the battery icon on the status screen.
Your sound processor is taking a long time to connect to the Nucleus Smart App	To connect to the sound processor is usually under 30 seconds. If this is not successful, the server will retry a number of times before timing out.
Nucleus Smart App is not displaying wireless accessory(s) for hearing aid	Restart your hearing aid by turning it OFF then ON.

Cochlear Pairing Guide (for iPhone / iPod touch / iPad)

You can self-manage both your sound processor and ReSound hearing aid for bimodal control using the Nucleus Smart App.

Bimodal pairing and verification

You must first pair your sound processor ready for bimodal control with a compatible ReSound hearing aid¹:

1. **Unpair** any sound processor(s) or hearing aid(s) already paired to your Apple device. Refer to *Unpair your sound processor and hearing aid* on page 15 for unpairing instructions.
2. **Pair your sound processor** with your Apple device.
Refer to the *Pairing Guide* for instructions 'Pair your sound processor'.

The instructions on the following pages of this supplement will then show you how to:

1. **Pair your ReSound hearing aid** with your Apple device.
2. **Verify your sound processor and ReSound hearing aid** to start using bimodal control on your Nucleus Smart App.



Note

- These instructions are for iOS 15 or later. Other versions of iOS may have slightly different screens.
- Before you commence, your clinician must program your hearing devices (sound processor and hearing aid) and link them in the Cochlear fitting software.
- Some screens will show your name, sound processor model, or hearing aid model. Images shown here are of example screens only and may differ to what you see on your Apple device. Use the instructions in this supplement in conjunction with the corresponding screens on your Apple device to guide you through bimodal pairing and verification.

Wireless accessories

Any wireless accessory needs to be paired with each hearing device (sound processor and hearing aid) separately to manage it using the Nucleus Smart App.



Note

If the wireless accessory(s) is not displayed for your hearing aid, you will need to restart your hearing aid by turning it OFF then ON.

¹ For compatibility information visit www.cochlear.com/compatibility

Pair your sound processor and hearing aid for bimodal control

The bimodal onboarding screens will guide you through the detailed pairing and verification process.



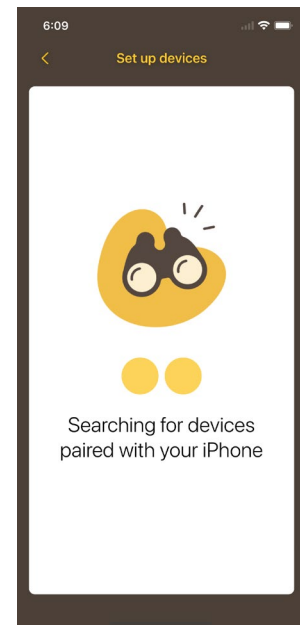
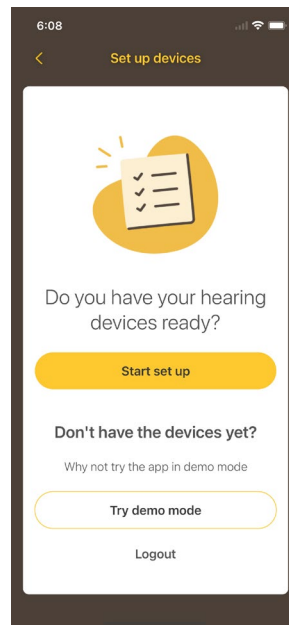
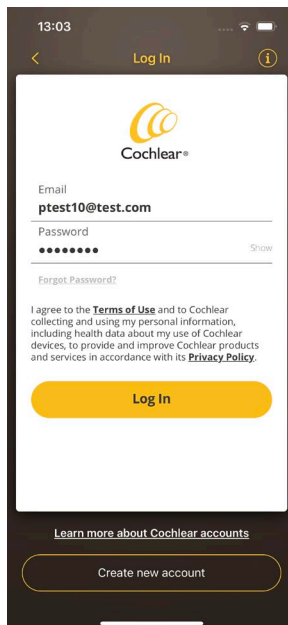
Note

For Apple devices, you can pair your hearing devices (sound processor and hearing aid) in any sequence.

- 1 Complete the **Bimodal pairing and verification** on page 8.
- 2 Have your sound processor and your hearing aid nearby **ready** (charged and turned on) to start the bimodal process.
- 3 Your Nucleus Smart App will **search for the hearing devices** paired with your Apple device.

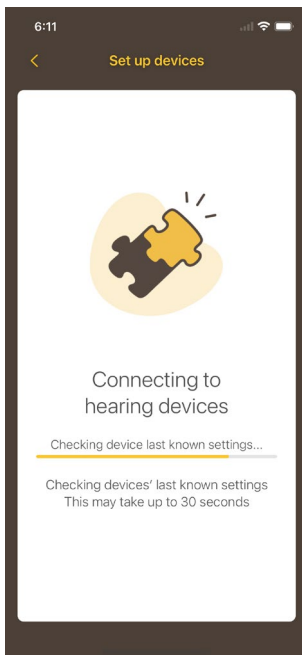
Log in to your Cochlear account.

If **Bluetooth** is not turned on, select it now.
Tap **Start set up**.



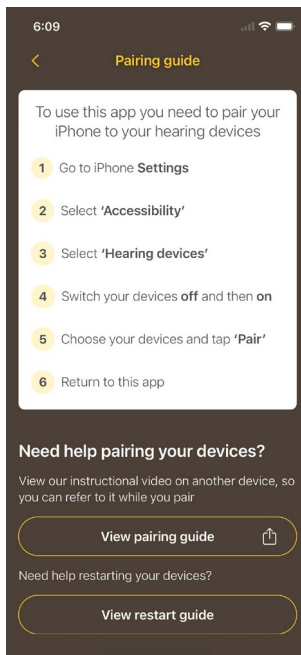
Pair your sound processor and hearing aid for bimodal control (continued)

- 4 The Nucleus Smart App will **connect to the hearing devices** shown on your screen that are paired with your Apple device.

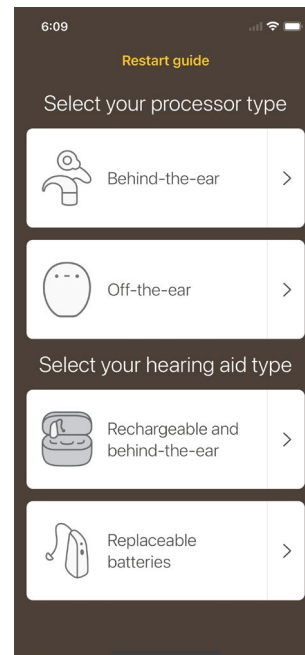


- 5 If your **hearing devices are successfully connected to your Apple device**, proceed to **Step 11**.

If your **hearing devices are not detected**, you will need to follow the 'Pairing guide' instructions. Continue on to **Steps 6 to 10**.



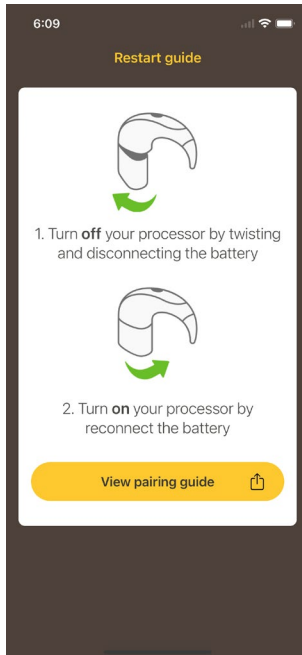
- 6 Select your sound processor type.
Select your hearing aid type.



Pair your sound processor and hearing aid for bimodal control (continued)

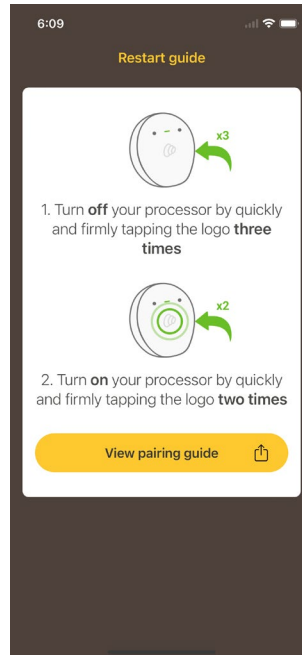
- 7 If you have a **behind-the-ear** sound processor, turn **OFF** your sound processor by disconnecting the battery.

Turn **ON** your sound processor by reconnecting the battery.



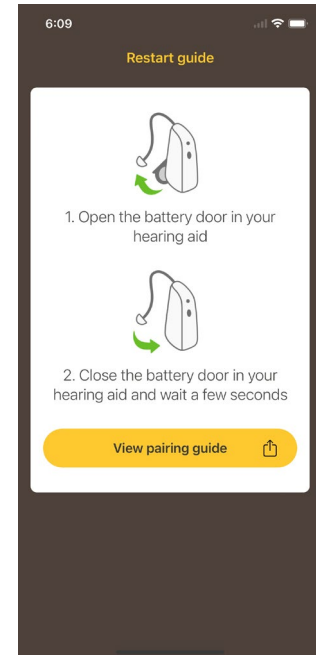
- 8 If you have an **off-the-ear** sound processor, turn **OFF** your sound processor by tapping three times.

Turn **ON** your sound processor by tapping two times.



- 9 If you have a **replaceable** battery hearing aid, turn **OFF** your hearing aid by opening the battery door on your hearing aid.

Turn **ON** your hearing aid by closing the battery door and waiting a few seconds.



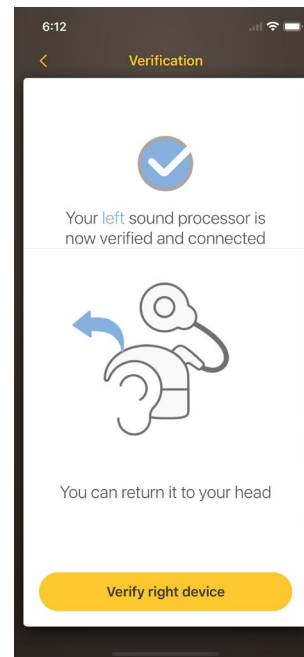
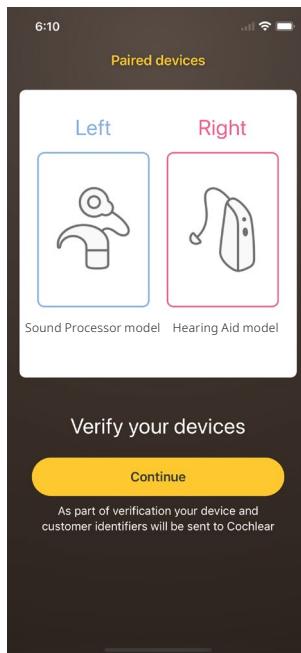
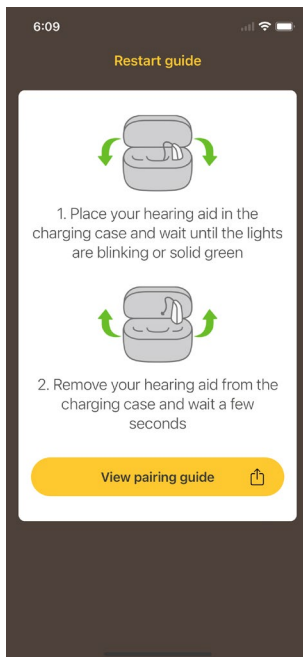
Pair your sound processor and hearing aid for bimodal control (continued)

10 If you have a **rechargeable** battery hearing aid, follow the Restart guide screen instructions.

11 Select **Continue** to verify the paired hearing aid devices shown on the screen.

12 Follow the **Verification screen** instructions to **verify your sound processor**.

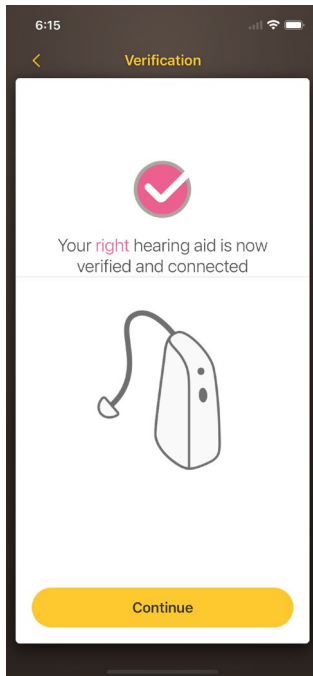
If the verification is **not successful**, it will display an error. The app will continue to support your sound processor (in unilateral mode).



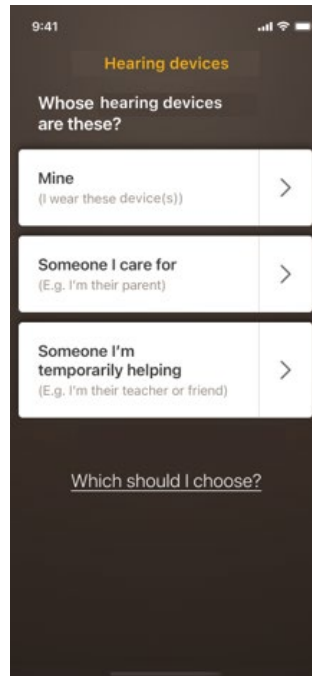
Pair your sound processor and hearing aid for bimodal control (continued)

- 13 Follow the **Verification screen** instructions to **verify your hearing aid**.

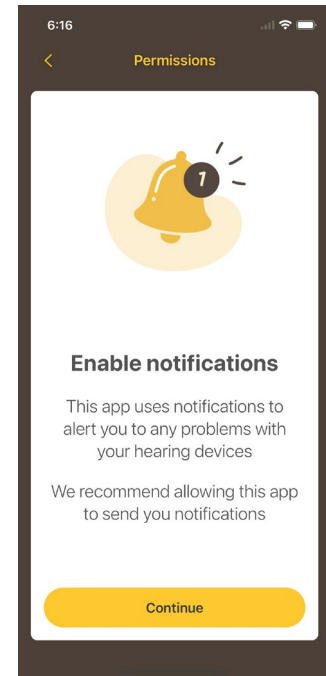
If the verification is **not successful**, it will display an error.
The app will continue to support your sound processor (in unilateral mode)



- 14 Select option from the **Hearing Devices screen**.
Enter recipient name if prompted.



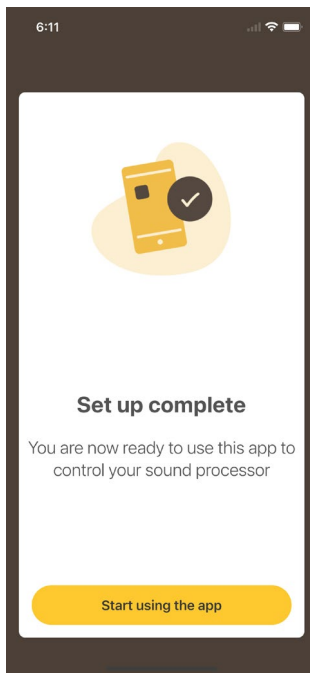
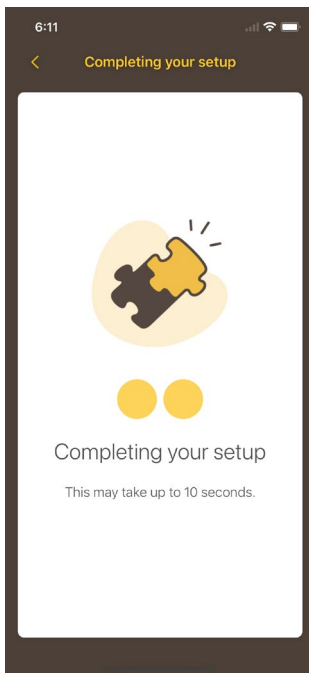
- 15 Follow the **Permissions screen** to **Enable notifications**.



Pair your sound processor and hearing aid for bimodal control (continued)

16 The **Completing your setup** screen will show progress of completion.

17 You are now ready to use your **Nucleus Smart App** to control your sound processor and hearing aid together.



Unpair your sound processor and hearing aid

For bimodal control, you will need to:

- 1 Unpair the sound processor:
 1. Go to 'Hearing devices' screen on your Apple device.
 2. Select the sound processor displayed on the screen.
 3. Forget this device.
 4. Turn OFF your sound processor.
- 2 Unpair the hearing aid.
- 3 Pair the sound processor and the hearing aid.



Note

If you receive a new hearing aid, you will need to contact your clinician to configure the new hearing aid, and then follow the above steps for bimodal control.

Cochlear Pairing Guide (for Android)

You can self-manage both your sound processor and ReSound hearing aid for bimodal control using the Nucleus Smart App.

Bimodal pairing and verification

You must first pair your sound processor ready for bimodal control with a compatible ReSound hearing aid¹:

1. If not already paired, **pair your sound processor** with your Android smartphone. Refer to the *Pairing Guide* for instructions 'Pair your sound processor'.

The instructions on the following pages of this supplement will then show you how to:

1. **Pair your ReSound hearing aid** with your Android smartphone.
2. **Verify your sound processor and ReSound hearing aid** to start using bimodal control on your Nucleus Smart App.



Note

- To use the Android version of the Nucleus Smart App, your sound processor must have the latest firmware installed. Please check with your clinician.
- Before you commence, your clinician must program your hearing devices (sound processor and hearing aid) and link them in the Cochlear fitting software.
- If you have other sound processor(s) or hearing aid(s) already paired, you need to unpair them first. Refer to *Unpair your sound processor and hearing aid* on page 21 for unpairing instructions. You do not need to unpair the sound processor for bimodal control.
- Some screens will show your name, sound processor model, or hearing aid model. Images shown here are of example screens only and may differ to what you see in your app. Use the instructions in this supplement in conjunction with the corresponding screens in the app itself to guide you through bimodal pairing and verification.

Wireless accessories

Any wireless accessory needs to be paired with each hearing device (sound processor and hearing aid) separately to manage it using the Nucleus Smart App.



Note

If the wireless accessory(s) is not displayed for your hearing aid, you will need to restart your hearing aid by turning it OFF then ON.

¹ For compatibility information visit www.cochlear.com/compatibility

Pair your sound processor and hearing aid for bimodal control

The bimodal onboarding screens will guide you through the detailed pairing and verification process.

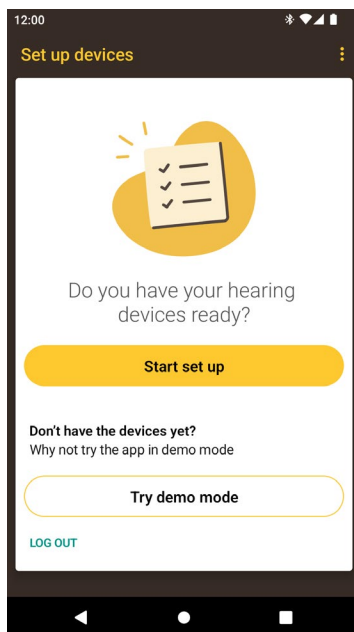


Note

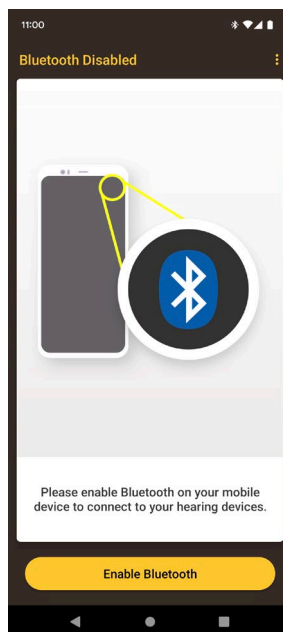
For an Android smartphone, you must pair your sound processor first, followed by your hearing aid.

- 1 Have your sound processor and your hearing aid nearby **ready** (charged and turned on) to start the bimodal onboarding process.
- 2 If **Bluetooth** access is not turned on, Enable Bluetooth now.
- 3 Select your sound processor type.

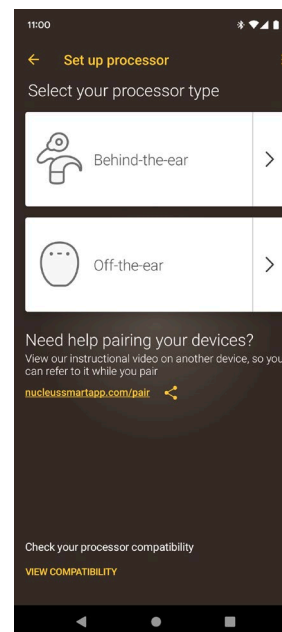
On your Android device, display **Set up devices** screen.



Allow **access to your location** to detect your devices.



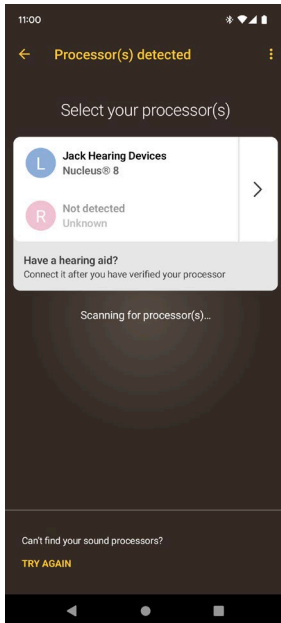
Follow the **Set up processor** instructions for your sound processor type.



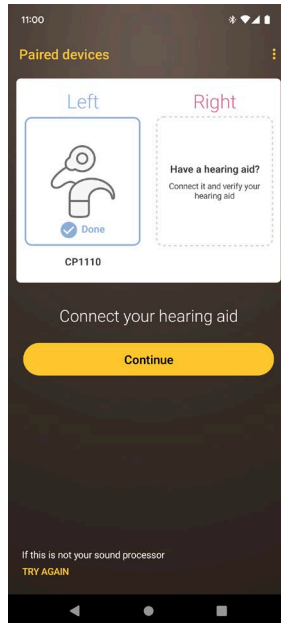
Pair your sound processor and hearing aid for bimodal control (continued)

- 4 Select your sound processor. **Pairing to your processor** will now commence. This may take up to 30 seconds.

If your sound processor is not displayed, select **TRY AGAIN** later to exit.

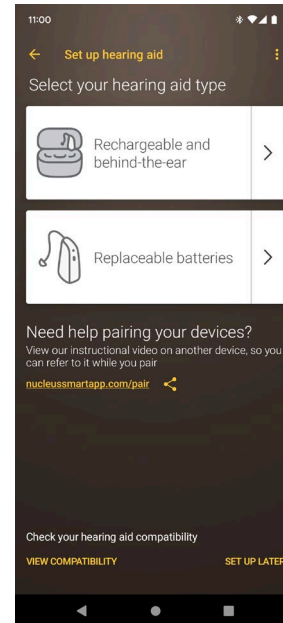


- 5 Select **Continue** to connect your hearing aid to pair devices.



- 6 Select your hearing aid type.

Follow the **Set up hearing aid** instructions for your hearing aid type.

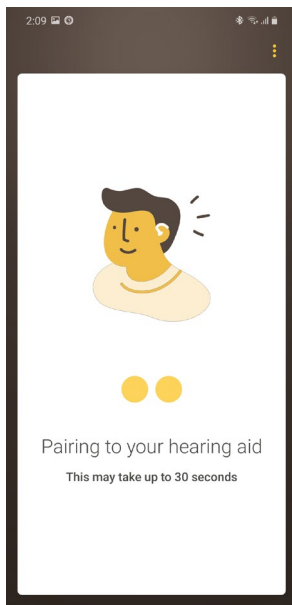


Pair your sound processor and hearing aid for bimodal control (continued)

7 Select your hearing aid.

If you can not find your hearing aid, select **TRY AGAIN** or **SET UP LATER**.

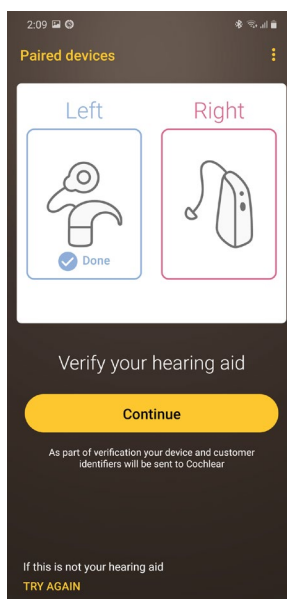
Follow the screen instructions to **set up your hearing aid**.



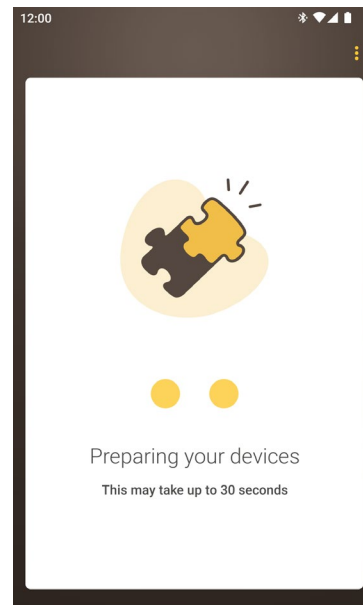
8 Select **Continue** to verify your hearing aid.

If the hearing aid is not compatible, or not found, it will not verify and the screen will display an error.

The app will continue to support your sound processor in **unilateral** mode.

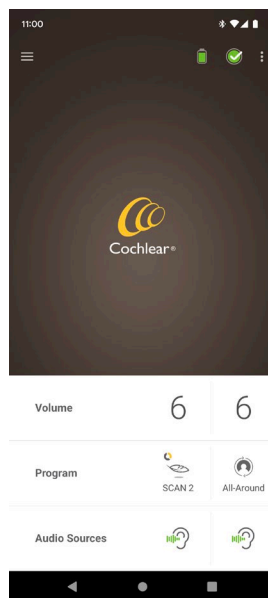
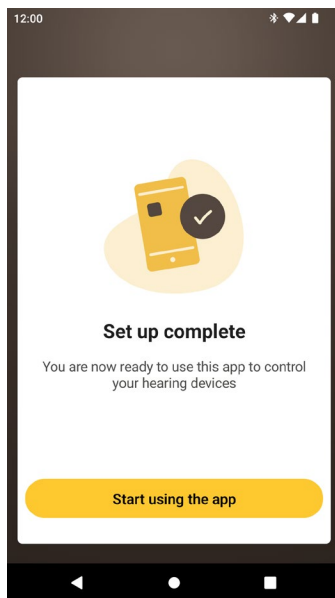


9 If the hearing aid is verified, select **Start using the app**.



Pair your sound processor and hearing aid for bimodal control (continued)

- 10 You are now ready to use your Nucleus Smart App to control your sound processor and hearing aid together.
- 11 Bimodal control displays for the sound processor and hearing aid on the Nucleus Smart App screen.



Note

You only need to pair your hearing devices once. After that, your hearing devices automatically reconnect to your Android device whenever they turn on.

Unpair your sound processor and hearing aid

For bimodal control, you will need to:

- 1 Unpair your hearing devices (sound processor and hearing aid).
- 2 Pair the new hearing devices (sound processor and hearing aid).



Note

If you receive a new hearing aid, you will need to contact your clinician to configure the new hearing aid, and then follow the above steps to use bimodal control.

Other information

Trademark legal notice

ACE, Advance Off-Stylet, AOS, Ardium, AutoNRT, Autosensitivity, Baha, Baha SoftWear, BCDrive, Beam, Bring Back the Beat, Button, Carina, Cochlear, 科利耳, コクレア, 코클리어, Cochlear SoftWear, Contour, 콘트우아, Contour Advance, Custom Sound, DermaLock, Freedom, Hear now. And always, Hugfit, Human Design, Hybrid, Invisible Hearing, Kanzo, LowPro, MET, MP3000, myCochlear, mySmartSound, NRT, Nucleus, Osia, Outcome Focused Fitting, Off-Stylet, Piezo Power, Profile, Slimline, SmartSound, Softip, SoundArc, SoundBand, True Wireless, the elliptical logo, Vistafix, Whisper, WindShield and Xidium are either trademarks or registered trademarks of the Cochlear group of companies.

Bluetooth is a registered trademark of Bluetooth SIG. Apple, iPad, iPhone and iPod touch are trademarks of Apple Inc, registered in the U.S. and other countries. Android is a trademark of Google Inc. Google Play and the Google Play logo are trademarks of Google LLC. ReSound is a trademark of GN Hearing A/S.

Hear now. And always

AU Cochlear Ltd (ABN 96 002 618 073)
1 University Avenue, Macquarie University,
NSW 2109, Australia
Tel: +61 2 9428 6555 Fax: +61 2 9428 6352

**CE|REP|DE Cochlear Deutschland GmbH
& Co. KG** Malländer Straße 4 a, 30539
Hannover, Germany
Tel: +49 511 542 770 Fax: +49 511 542 7770

CH|REP|CH Cochlear AG Peter Merian-Weg
4, 4052 Basel, Switzerland
Tel: +41 61 205 8204 Fax: +41 61 205 8205

US Cochlear Americas 10350 Park Meadows
Drive, Lone Tree, CO 80124, USA
Tel: +1 303 790 9010

CA Cochlear Canada Inc 2500-120 Adelaide
Street West, Toronto, ON M5H 1T1, Canada
Tel: +1 (800) 483 3123 Fax: +1 416 972 5083

GB Cochlear Europe Ltd 6 Dashwood Lang
Road, Bourne Business Park, Addlestone,
Surrey KT15 2HJ, United Kingdom
Tel: +44 1932 26 3400 Fax: +44 1932 26 3426

BE Cochlear Benelux NV
Schaliënhoedreef 20 i, B-2800 Mechelen,
Belgium
Tel: +32 15 79 55 11 Fax: +32 15 79 55 70

FR Cochlear France S.A.S. 135 Route de
Saint-Simon, 31035 Toulouse, France
Tel: +33 5 34 63 85 85 (International)
or 0805 200 016 (National)
Fax: +33 5 34 63 85 80

IT Cochlear Italia S.r.l. Via Trattati
Comunitari Europei 1957-2007 n.17, 40127
Bologna (BO), Italy
Tel: +39 051 601 53 11 Fax: +39 051 39 20 62

SE Cochlear Nordic AB Konstruktionsvägen
14, 435 33 Mölnlycke, Sweden
Tel: +46 31 335 14 61 Fax: +46 31 335 14 60

www.cochlear.com

**TR Cochlear Tıbbi Cihazlar ve Sağlık
Hizmetleri Ltd. Şti.** Küçükbakkalköy Mah, Defne
Sok, Büyükhanlı Plaza No:3 Kat:3 Daire: 9-10-
11-12, 34750, Atasehir, İstanbul, Türkiye
Tel: +90 216 538 5900 Fax: +90 216 538 5919

HK Cochlear (HK) Limited Room 1404-1406,
14/F, Leighton Centre, 77 Leighton Road,
Causeway Bay, Hong Kong
Tel: +852 2530 5773 Fax: +852 2530 5183

KR Cochlear Korea Ltd 2nd Floor, Yongsan
Centreville Asterium, 25, Hangang-daero 30 gil,
Yongsan-gu, Seoul, Korea (04386)
Tel: +82 2 533 4450 Fax: +82 2 533 8408

**CN Cochlear Medical Device (Beijing) Co.,
Ltd** Unit 2608-2617, 26th Floor, No.9 Building,
No.91 Jianguo Road, Chaoyang District, Beijing
100022, P.R. China
Tel: +86 10 5909 7800 Fax: +86 10 5909 7900

**IN Cochlear Medical Device Company
India Pvt. Ltd.** Ground Floor, Platina Building,
Plot No C-59, G-Block, Bandra Kurla Complex,
Bandra (E), Mumbai – 400 051, India
Tel: +91 22 6112 1111 Fax: +91 22 6112 1100

**JP 株式会社日本コクレア(Nihon Cochlear
Co Ltd)** 〒113-0033 東京都文京区本郷2-3-7 お茶
の水元町ビル
Tel: +81 3 3817 0241 Fax: +81 3 3817 0245

AE Cochlear Middle East FZ-LLC Dubai
Healthcare City, Al Razi Building 64, Block
A, Ground Floor, Offices IR1 and IR2, Dubai,
United Arab Emirates
Tel: +971 4 818 4400 Fax: +971 4 361 8925

PA Cochlear Latinoamérica S.A. International
Business Park, Building 3835, Office 403,
Panama Pacifico, Panama
Tel: +507 830 6220 Fax: +507 830 6218

NZ Cochlear NZ Limited Level 4, Takapuna
Towers, 19-21 Como St, Takapuna,
Auckland 0622, New Zealand
Tel: + 64 9 914 1983 Fax: 0800 886 036

Made for
iPhone | iPad | iPod

© Cochlear Limited 2023

P2088613 D2083460-V1 2023-04

Cochlear® 