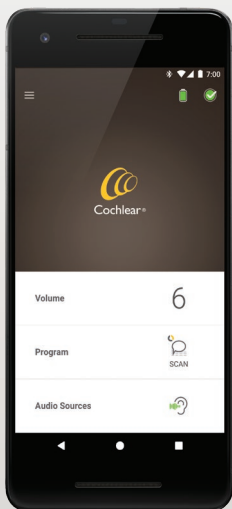


Nucleus[®] Smart App

for Android™

Version 4.0

User Guide for Kanso[®] 2 Sound Processor



Hear now. And always



Symbols used in this guide



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.

Getting started!

Nucleus® Smart App is intended to allow you to make adjustments to your sound processor (such as changing volume or programs, and selecting audio sources), and to monitor battery levels and receive alerts for sound processor issues.

Step		Page
1	Download the Nucleus® Smart App on Google Play™ to your Android smartphone*	-
2	Run the Nucleus Smart App	5
3	Log in to your Cochlear account	-
4	Pair your sound processor(s) to the app Refer to the <i>Kanso 2 Sound Processor Pairing Guide for Android</i>	-
5	Start using the app!	6

* The Cochlear Nucleus Smart App is available on App Store and Google Play. For compatibility information visit www.cochlear.com/compatibility.

Index

Pairing basics

Pair your sound processor(s)	4
Unpair your sound processor(s).....	4

Use

Run the Nucleus Smart App	5
Security requirements	5
The home screen.....	6
Control one or two processor(s)	7
Adjust volume.....	9
Change program.....	10
Stream audio	11
Adjust streamed audio.....	12
Adjust sensitivity	13
Adjust bass and treble.....	14
Adjust master volume limit.....	15
Use ForwardFocus.....	16

Use (continued...)

Check status	18
Sound check	20
Settings menu	23
Firmware updates	26
Remote check	28
Troubleshoot	32

For more information, refer to the *Kanso 2 Sound Processor User Guide*.

Visit us online for tips, how-to videos and more:
www.cochlear.com/

Pair your sound processor(s)

You need to pair your sound processor(s) to the app, before you can use the app's communication and control features.



WARNING

Consider security when connecting your sound processor to devices such as smartphones. Only connect to devices that are protected, e.g. password or PIN access control. Do not connect to devices that have had their operating system altered.

Refer to the *Kanso 2 Sound Processor Pairing Guide for Android* for step-by-step instructions.

Unpair your sound processor(s)

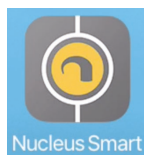
If you change your sound processor(s), for example if you receive a new sound processor from the repair centre, you need to:

- First **Unpair** the old sound processor(s),
- Then **Pair** the new sound processor(s).

Refer to the *Kanso 2 Sound Processor Pairing Guide for Android* for step-by-step instructions.

Run the Nucleus Smart App

1. Tap the **Nucleus Smart** icon to start the app.



2. **Log in to the app.** The first time you run the app, you will need to log in using your Cochlear account.
3. **Pair your sound processor(s) to the app.**
Refer to the *Kanso 2 Sound Processor Pairing Guide for Android* for step-by-step instructions.
4. Follow the on-screen instructions to finish setting up the app.

Security requirements

While using the Nucleus Smart App, you should:

- use a strong password for your Cochlear account
- configure devices to lock automatically when not in use
- use devices with security PINs or passcodes
- keep the device operating system updated
- keep the Nucleus Smart App updated
- never use devices with unauthorised modifications to the operating system.



NOTE

If you change your device, you must log out and uninstall the Nucleus Smart App from your previous device. Use the *Settings menu* to logout (see page 23).

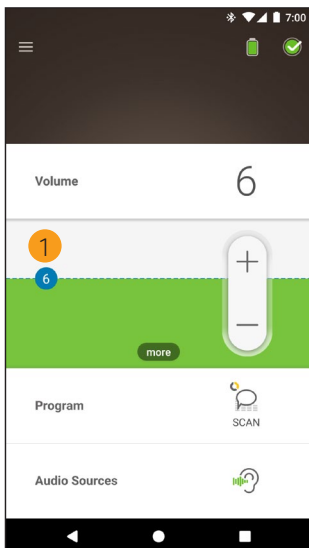
The home screen



- 1 Sound processor battery level
- 2 Sound processor status
- 3 Control panel (closed)
- 4 Control panel (open)
- 5 Setting name
- 6 Setting current value
- 7 Setting controls
8. Back button

Control one or two processor(s)

You will see a green bar and one control if you only have one paired sound processor.

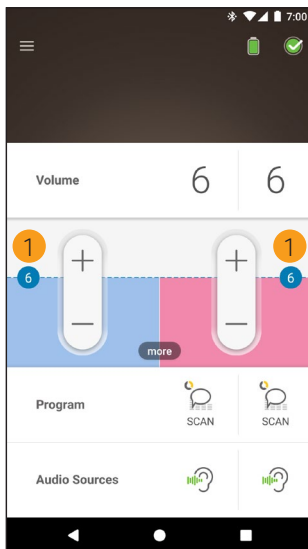


- 1 Default value (set by clinician). May be different for each program, and for different sound processors.

If you have **two paired sound processors** you can control them together (one control button) or separately (two buttons, as shown here):

- Left side controls are blue
- Right side controls are red.

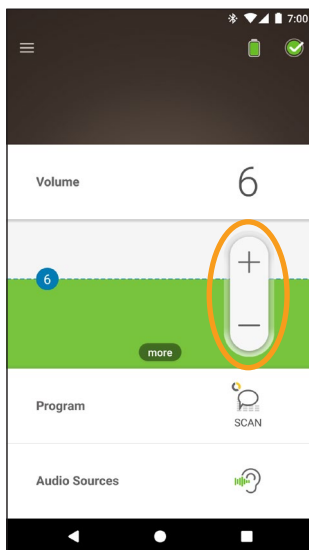
Change this using the *Settings menu* (see page 23).



- 1 Default value (set by clinician). May be different for each program, and for different sound processors.

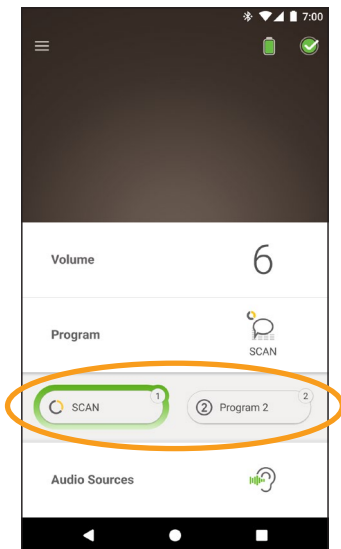
Adjust volume

1. Tap **Volume** to open its control panel.
2. Tap **+ / -** to change volume.



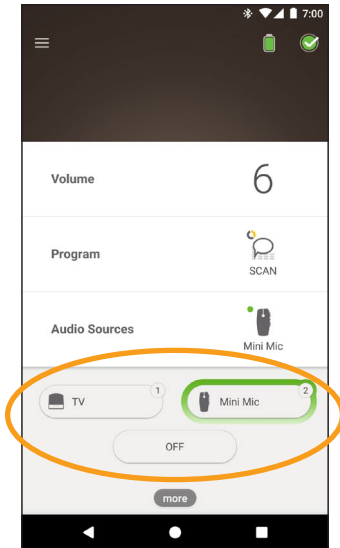
Change program

1. Tap **Program** to open its control panel.
2. Tap the icon for the program you want to use.



Stream audio

1. Tap **Audio Sources** to open its control panel.
2. Tap the **icon** for the audio source you want to use.



TIP

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

Adjust streamed audio

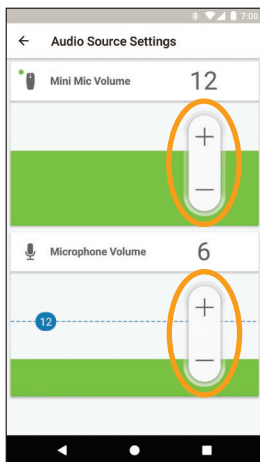
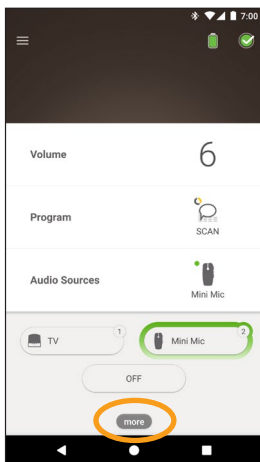
You can separately change the volume of the streamed audio and sound from your processor microphones.



NOTE

Audio Source Settings return to the default setting when you turn your sound processor off.

1. Start streaming from an Audio Source.
2. Tap **more** to open the **Audio Source Settings** control panel.
3. Tap **+ / -** to change settings.



4. Tap the Back button to close the **Audio Source Settings** control panel.

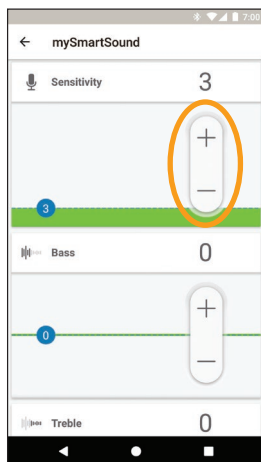
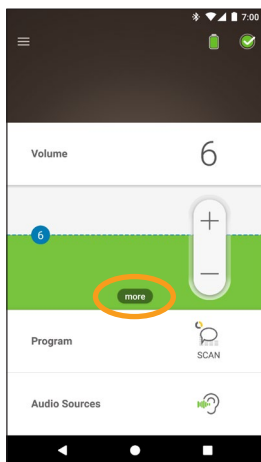
Adjust sensitivity



NOTE

- Sensitivity is only available if enabled by your clinician.
- Sensitivity returns to the default setting when you turn your sound processor off.

1. Tap **Volume** to open its control panel.
2. Tap **more** to open the **mySmartSound** control panel.
3. Tap **+ / -** to change sensitivity.



4. Tap the Back button to close the **mySmartSound** control panel.

Adjust bass and treble



NOTE

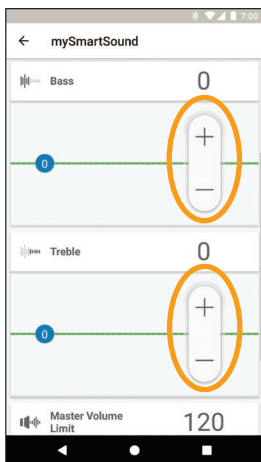
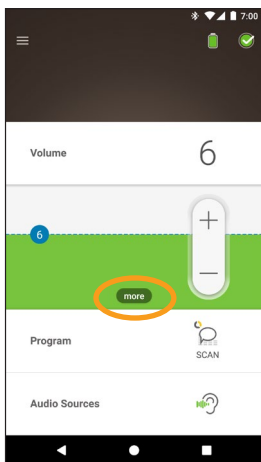
Bass and treble are only available if enabled by your clinician.



WARNING

Only adjust this when you can hear sounds or speech. Increasing bass or treble may cause loud sounds or discomfort at high levels. If this occurs, remove the processor/coil immediately and decrease the bass or treble before replacing.

1. Tap **Volume** to open its control panel.
2. Tap **more** to open the **mySmartSound** control panel.
3. Tap **+ / -** to change bass or treble.



4. Tap the Back button to close the **mySmartSound** control panel.

Adjust master volume limit



NOTE

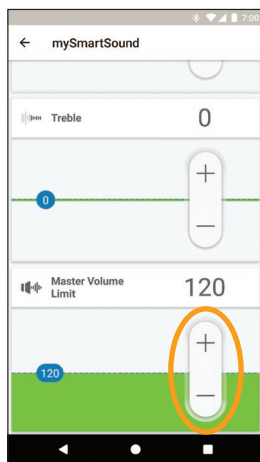
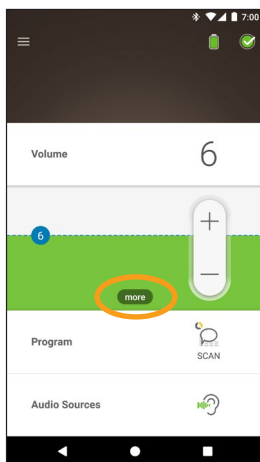
Master volume limit is only available if enabled by your clinician.



WARNING

Only adjust this when you can hear sounds or speech. Increasing master volume limit may cause loud sounds or discomfort at high levels. If this occurs, remove the processor/coil immediately and decrease the master volume limit before replacing.

1. Tap **Volume** to open its control panel.
2. Tap **more** to open the **mySmartSound** control panel.
3. Tap **+ / -** to change master volume.



4. Tap the Back button to close the **mySmartSound** control panel.

Use ForwardFocus

ForwardFocus is an additional feature that works by reducing noise coming from behind you. This allows you to concentrate on face-to-face conversations in a noisy situation such as a café or noisy classroom.



NOTE

ForwardFocus is approved for users 12 and older and is only available if enabled by your clinician.

Once enabled, you have control of the feature and can turn it on and off as you need to.

Only use ForwardFocus in noisy situations. When using ForwardFocus make sure any distracting noises are behind you.

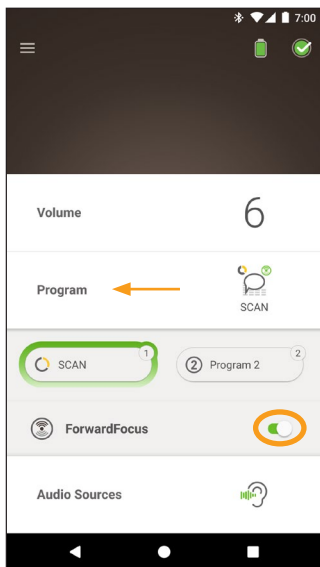
Don't forget to turn it off when you move to a different hearing environment, for example, moving from a noisy café to a quiet room. If you notice a difficulty in understanding speech in a quiet setting, turn off ForwardFocus or request help from a caregiver.



NOTES FOR CAREGIVERS

- If you are a caregiver of a child, you should talk to your clinician about the suitability of this feature. ForwardFocus should only be enabled for users 12 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.
- It is important that your child understands they should not use ForwardFocus in quiet environments and that they should turn the feature off or provide feedback to a caregiver when ForwardFocus is no longer needed, and they need to use their normal programs.

1. Tap **Program** to open its control panel.
2. Turn **ForwardFocus** on.

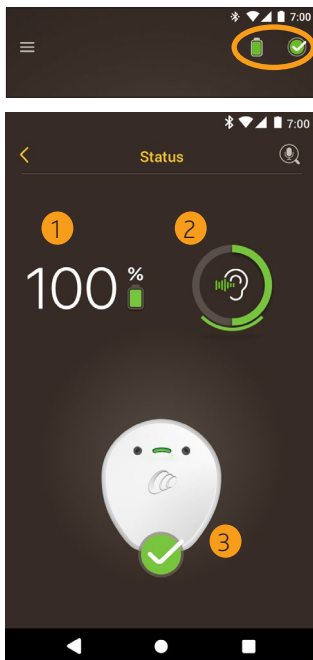


NOTES

- If you turn off your sound processor ForwardFocus is turned off and you will have to turn it on again when you need it.
- If you use an accessory or audio streaming, ForwardFocus is temporarily deactivated. ForwardFocus automatically resumes when you are no longer using an accessory or audio streaming.

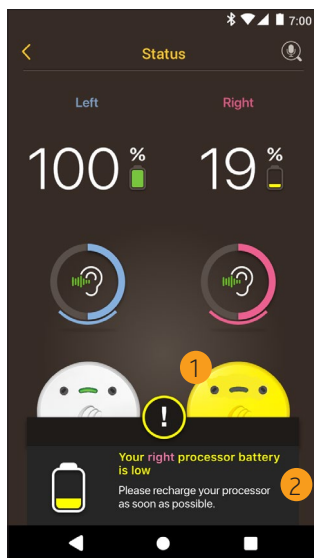
Check status

Tap the icons to open the **Status** screen.



- 1 Sound processor battery level.
- 2 Sound level being delivered to the sound processor. Icon displays source (e.g. microphones, wireless accessory). Coloured bar indicates level.
- 3 Sound processor status indicator:
 - Green tick indicates no faults

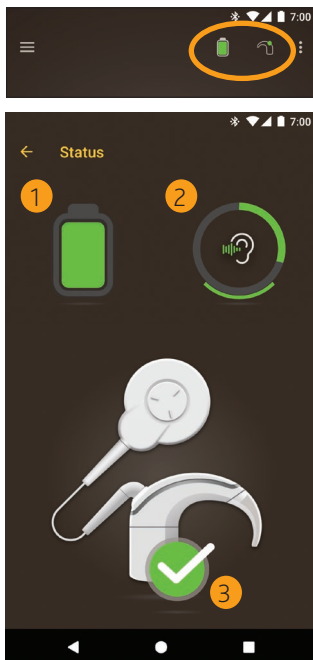
If your sound processor has a fault, you will see a screen like this:



- 1 Sound processor part with the fault displays in yellow.
- 2 Description of fault and suggested solution.

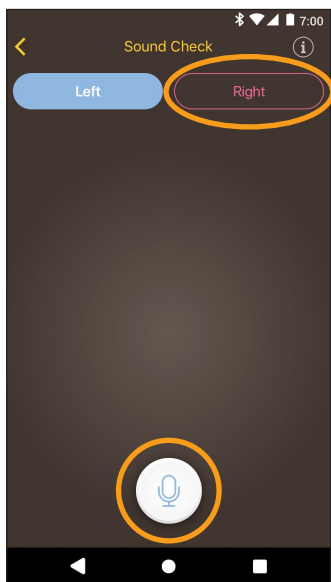
Sound check



Tap the icons to open the **Status** screen.



- 1 Sound processor battery level.
- 2 Sound level being delivered to the sound processor. Icon displays source (e.g. microphones, telecoil, wireless accessory). Coloured bar indicates level.
- 3 Sound processor status indicator:
 - Green tick indicates no faults

1. If you have two processors, **Left** is selected. To record the right processor, tap **Right**.



2. Tap the **Microphone** button to start recording.
3. Tap the **Stop** button  to finish recording.
4. Tap the **Play** button  to listen to your recording.

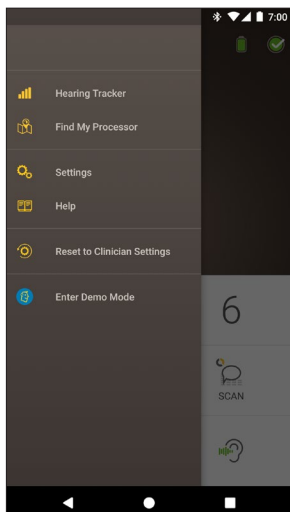


NOTES

- While recording, the processor light displays steady blue.
- A 5-tone sequence sounds at the start of recording and 1 beep at the end.
- 30 seconds is the maximum recording time.
- Elapsed recording time displays above the button.
- The quality of speakers on your smart phone and headphones will affect the sound quality on playback.

Settings menu

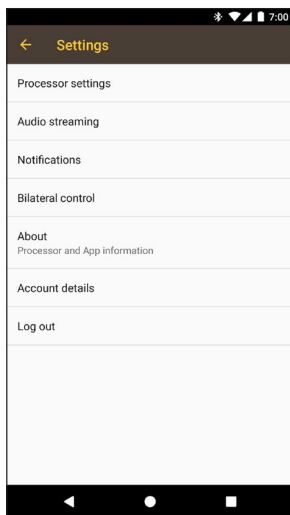
Tap the **menu** icon at top left of the screen to open the **Settings** menu.



Tap **Reset to Clinician Settings** to change your processor settings back to those set by your clinician.

Tap **Enter Demo Mode** to learn how to use the app without affecting your processor(s).*

Tap **Settings** to open the **Settings** screen:



* This feature may not be available in your version of the app.

Tap **Processor settings**:

- Set processor lights
- Turn beeps on/off.

Tap **Notifications** to turn notifications on/off.

Tap **Bilateral control** to select whether to control two sound processors together or separately.*

* This feature may not be available in your version of the app.

Firmware updates

The Nucleus Smart App automatically checks for firmware updates. Regular firmware updates will improve your sound processor's performance.

You need internet access to update the firmware. The update will occur once you confirm to proceed.



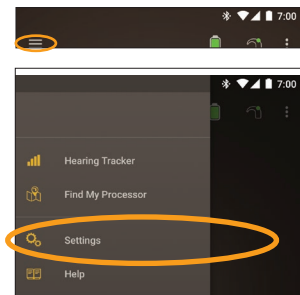
NOTE

Firmware updates may not be available in all the regions.

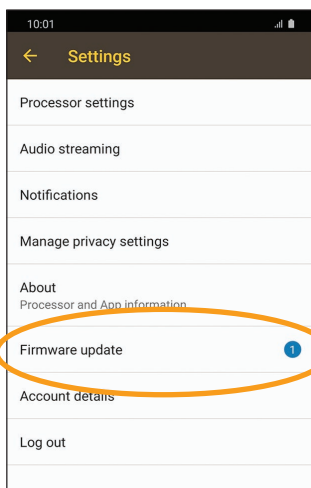
When a firmware update is available, a message displays:
A firmware update is available to help keep your sound processor running smoothly. Follow the prompts to complete the firmware update.

To manually check if a firmware update is available:

Tap the **menu** icon at top left of the screen to open the **Settings** menu.



If there's a firmware update available, the **Firmware update** option will enable you to perform the update.



Follow the prompts to complete the firmware update process. You will have to restart your sound processor for the firmware update to take effect.

On successful update, a message displays:
Your firmware is now up-to-date on your sound processors!



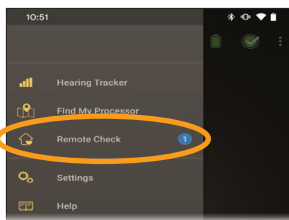
NOTE

If the firmware fails to download or install correctly, the previous firmware version will be restored. The performance of your sound processor will not be affected if the update is unsuccessful.

Remote check

Remote Check is intended for ages 6 and older.

Tap the **menu** icon at top left of the screen to open the **Settings** menu.



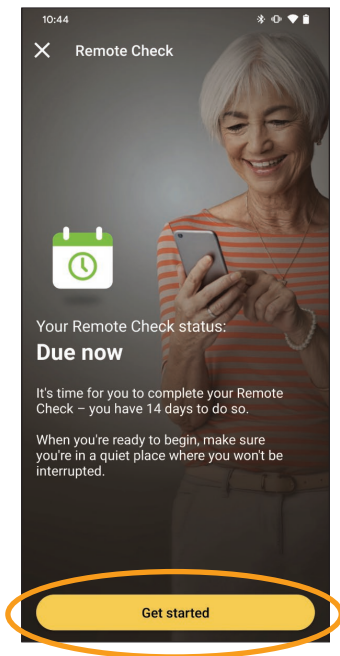
Remote Check allows you to complete a series of hearing tests using the Nucleus Smart App, then electronically send the results to your clinician for review.



NOTE

Remote Check must be enabled by your clinician.

Tap **Remote Check** to see if it is time to start a Remote Check.



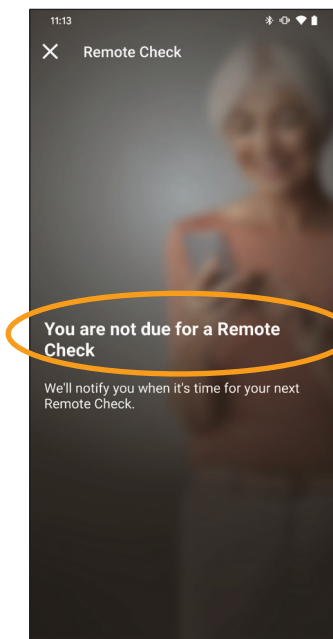
If it is time to start your Remote Check, tap **Get started**.



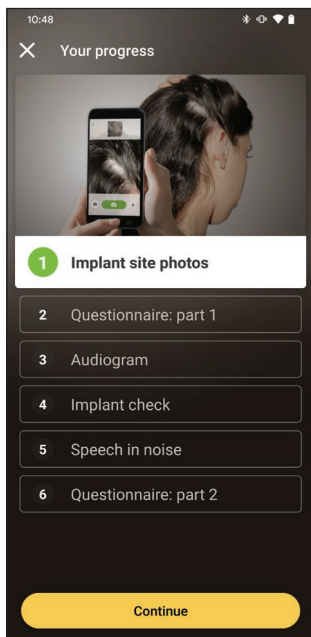
NOTE

If you experience any discomfort during Remote Check, remove your processor/coil.

If it is not time to start your Remote Check, as determined by your clinician, a message displays: **You are not due for a Remote Check.**



There are up to six steps in the Remote Check process. Follow the screen prompts to complete each step.



After you have completed the steps your results will be sent automatically to your clinician.

Your clinician will review your results and notify you of any follow-up actions.

Troubleshoot

Problem	Resolution
You have trouble connecting to the app	<ol style="list-style-type: none">1. Restart your sound processor.2. Restart the app.3. Restart the device running the app.
You don't receive notifications	Check that you have Notifications turned on in the Settings screen.
If sound is too loud or distorted.	<ol style="list-style-type: none">1. Turn down the volume or sensitivity, see Adjust volume on page 9 or see Adjust sensitivity on page 13.2. If the problem continues, remove the processor, coil or acoustic component from your head immediately and contact your clinician..

Legal statement

The statements made in this guide are believed to be true and correct as of the date of publication. However, specifications are subject to change without notice.

© Cochlear Limited 2021

Hear now. And always

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

Cochlear Ltd (ABN 96 002 618 073) 14 Mars Road, Lane Cove, NSW 2066, Australia
Tel: +61 2 9428 6555 Fax: +61 2 9428 6352

ICREPH Cochlear Deutschland GmbH & Co. KG Karl-Wiechert-Allee 76A, 30625 Hannover, Germany
Tel: +49 511 542 770 Fax: +49 511 542 7770

Cochlear Americas 10350 Park Meadows Drive, Lone Tree, CO 80124, USA
Tel: +1 303 790 9010 Fax: +1 303 792 9025

Cochlear Canada Inc 2500-120 Adelaide Street West, Toronto, ON M5H 1T1, Canada
Tel: +1 416 972 5082 Fax: +1 416 972 5083

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

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

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

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

Cochlear Italia S.r.l. Via Larga 33, 40138 Bologna, Italy
Tel: +39 051 601 53 11 Fax: +39 051 39 20 62

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

Cochlear Tıbbi Cihazlar ve Sağlık Hizmetleri Ltd. Şti.
Çubuklu Mah. Boğaziçi Cad., Boğaziçi Plaza No: 6/1, Kavacık, TR-34805 Beykoz-Istanbul, Turkey
Tel: +90 216 538 5900 Fax: +90 216 538 5919

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

Cochlear Korea Ltd 1st floor, Cheongwon Building 33, Teheran-ro 8 gil, Gangnam-gu, Seoul, Korea
Tel: +82 2 533 4450 Fax: +82 2 533 8408

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

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

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

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

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

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

www.cochlear.com



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, コントウア, Contour Advance, Custom Sound, ESPrit, Freedom, Hear now. And always, Hugfit, Hybrid, Invisible Hearing, Kanso, MET, MicroDrive, MP3000, myCochlear, mySmartSound, NRT, Nucleus, Osia, Outcome Focused Fitting, Off-Stylet, Profile, Slimline, SmartSound, Softip, SPrit, True Wireless, the elliptical logo, and Whisper are either trademarks or registered trademarks of Cochlear Limited. Ardium, Baha, Baha SoftWear, BCDrive, DermaLock, EveryWear, Human Design, Piezo Power, SoundArc, Vistafix, and WindShield are either trademarks or registered trademarks of Cochlear Bone Anchored Solutions AB. Android is a trademark of Google Inc. Google Play and the Google Play logo are trademarks of Google LLC. Roger is a trademark of Sonova AG.
© Cochlear Limited 2021

D1654831 V2 2021-02

