

Using the Telephone

Chatting with friends. Making an appointment. Hearing a familiar voice. At Cochlear, we know how important it is to use the telephone to stay connected to friends and family. To help you get started with using the telephone and for ongoing practice, we have developed a simple, online training tool to help you gain confidence communicating on the phone.

The Telephone with Confidence program is a free service consisting of a toll-free number and rotating list of words and phrases to follow along with online as you practice using the telephone with the ear using an implantable hearing solution or hearing aid.

This program can be used anywhere you have access to a telephone and provides the opportunity to dramatically increase telephone proficiency. You can even test out different telephone options using this service.

To Listen:

Call **1 800 458 4999** and follow the prompts.

To Read:

www.Cochlear.com/US/Telephone

Find today's date in the chart, click on it. Download a PDF copy of today's word list and passage.

Hear now. And always

As the global leader in implantable hearing solutions, Cochlear is dedicated to bringing the gift of sound to people with moderate to profound hearing loss. We have helped over 450,000 people of all ages live full and active lives by reconnecting them with family, friends and community.

We aim to give our recipients the best lifelong hearing experience and access to innovative future technologies. For our professional partners, we offer the industry's largest clinical, research and support networks.

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

www.Cochlear.com/US

Cochlear Americas
13059 East Peakview Avenue
Centennial, CO 80111 USA
Telephone: 1 303 790 9010
Support: 1 800 483 3123

Follow us on:   

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

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Telephone With Confidence

The Communication Corner



Hear now. And always



KEEP IN TOUCH WITH
YOUR FRIENDS AND FAMILY



Tips to Gaining Telephone Confidence

General Tips:

Start easy and know that your hearing journey may differ from the experience of others.

Keep practicing, be patient, and know that perseverance is the key! Developing a consistent telephone practice schedule will increase your proficiency and confidence when communicating using your hearing solution.

Monitor your progress and compare your results over time.

Find your optimal listening settings. Be Creative! Use this program to:

- Test different phone lines (*ie: cell phone, landline, digital phones*)
- Test T-coil settings
- Test phone accessories like HATIS or induction neckloops
- Test wireless accessories such as the Cochlear Wireless Phone Clip

Beginner:

Start by only trying to distinguish male/female voices. The correct voices are listed on the readings that can be downloaded.

Read along while you listen. Following along with your eyes as you listen will help your brain connect the sounds it hears to the words you read.

Intermediate:

Listen to the recording first. Next, go to the website to read the passage or word list. Begin to see how much you can understand without reading along.

Advanced:

Listen while in background noise first. Next, go back to the website to read the passage or word list. This will help you develop your concentration skills to hear what you want to hear and block out what you do not want to hear.

"I developed the Telephone with Confidence program to help people feel more comfortable connecting with friends and family over the phone. It's worked for me!"

Scott R. – Cochlear Implant Recipient

