

Nucleus[®] Smart App

for iPhone[®] and iPod touch[®]

Version 3.0

User Guide



Hear now. And always



Get 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 coil off and sound processor issues.

Step		Page
1	Download the Nucleus® Smart App from the App Store® to your iPhone or iPod touch *	-
2	IMPORTANT! Pair your sound processor(s) to your device <i>See the Nucleus 7 Sound Processor Pairing Guide for iPhone/iPod touch</i>	-
3	Run the Nucleus Smart App	3
4	Follow the instructions on the screen to log in and set up the app	-
5	Start using the app!	3

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

Pairing basics

Pair your processor(s)	2
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For more information, see the *Nucleus 7 Sound Processor User Guide*.

Visit us online for tips, how-to videos and more:

www.cochlear.com/

Pair your processor(s)

You need to pair your sound processor(s) to your device (e.g. iPhone, iPod touch), before you can use the app's communication and control features.



NOTE

You can pair your sound processor with up to 5 compatible devices, but you can only control it from one device at any time.



WARNING

Consider security when connecting your sound processor to devices such as smartphones or tablets. 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.

See the *Nucleus 7 Sound Processor Pairing Guide for iPhone/iPod touch* for step-by-step instructions.

Unpair your processor(s)

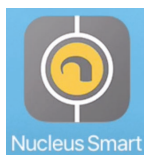
If you change your sound processor(s), for example if you receive a new sound processor from the repair centre, you need to:

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

See the *Nucleus 7 Sound Processor Pairing Guide for iPhone/iPod touch* for step-by-step instructions.

Run the Nucleus Smart App

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



2. **Set up the app.** The first time you run the app, a series of screens step you through setting it up.



NOTE

You will need to log in to the app using your Cochlear account.

Use Apple Watch

The Nucleus Smart App can be used on your Apple Watch if your watch is paired with your iPhone.*

After installation and set up of the Nucleus Smart App on your iPhone, check your Apple Watch to see if the Nucleus Smart App has installed automatically. If not, use the Watch app on your iPhone to select and install the Nucleus Smart App.

To use the app on your Apple Watch:

- start the app on your iPhone.
- keep your Apple Watch close to your iPhone.

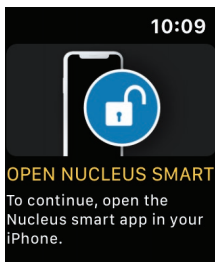
You can change available settings on your Apple Watch or your iPhone – a change on one will be reflected on the other.

If your iPhone is dimmed, app alerts will show on your Apple Watch.

If your iPhone is turned off, Apple Watch app displays a message.

* Nucleus Smart App functions on Apple Watch are unavailable in some areas. If unavailable, a message displays in the app on your Apple Watch.

If your iPhone is turned on but the app isn't running, Apple Watch displays this message:



A subset of Nucleus Smart App functions are available on your Apple Watch. Screens for Apple Watch are included where relevant on the following pages.

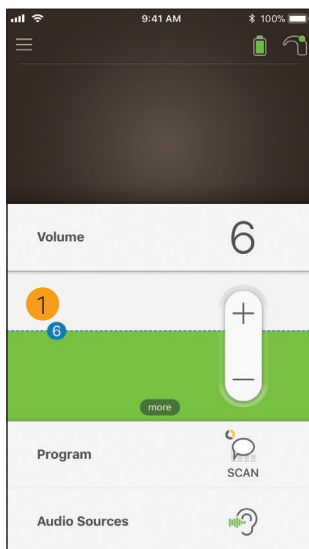
The home screen



- 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

Control one or two processors

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

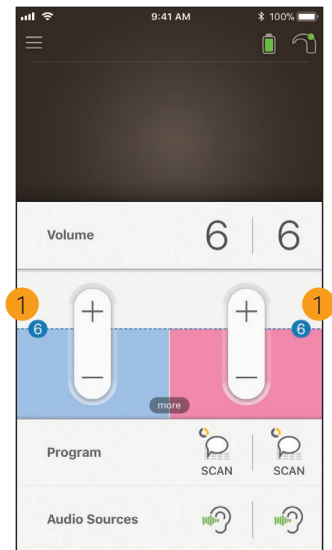


- 1 Default value (set by clinician). May be different for each program, and for different sound processors.

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.

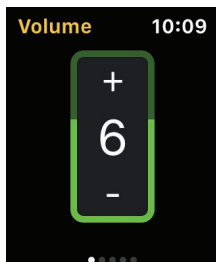
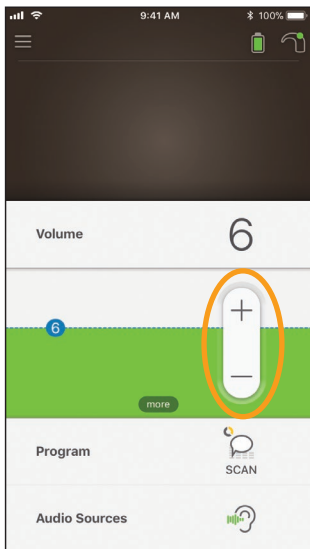
Change this using the *Settings menu* (see page 20).



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

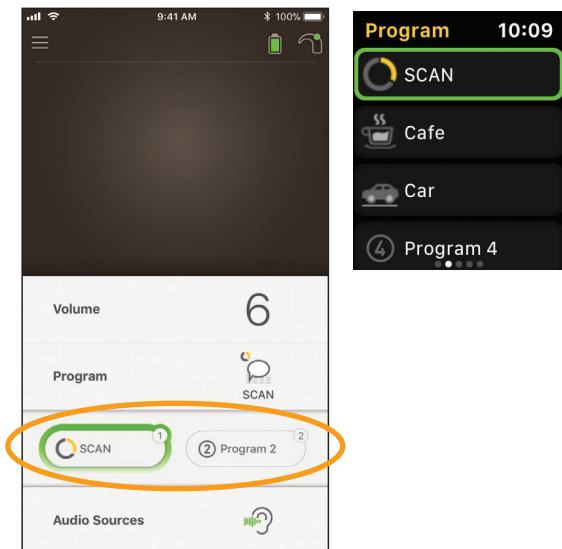
Adjust volume

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



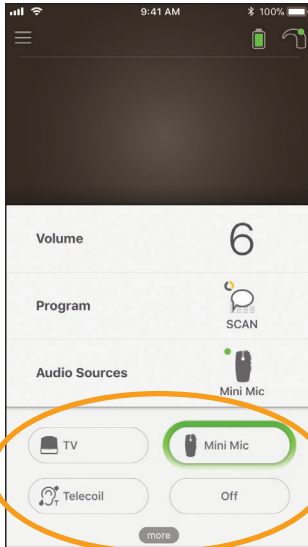
Change program

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** or **X** to stop streaming audio and return to the previous program.

Adjust streamed audio

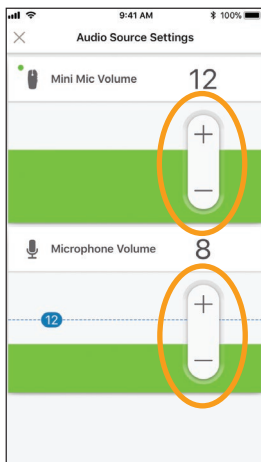
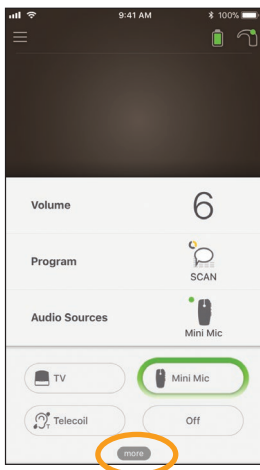
You can separately change the volume of the streamed audio and sound from your processor microphones.



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 **X** at top left to close the **Audio Source Settings** control panel.

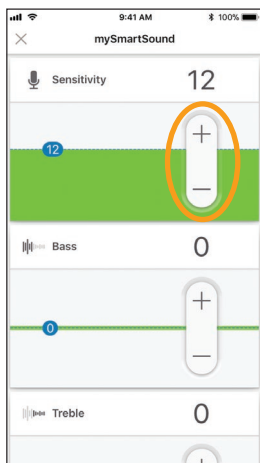
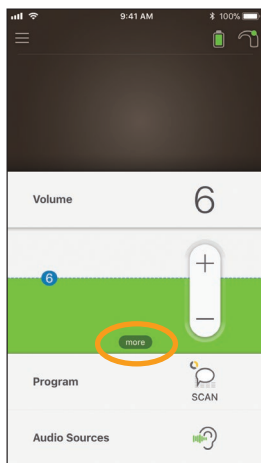
Adjust sensitivity



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 **X** at top left to close the **mySmartSound** control panel.

Adjust bass and treble



NOTE

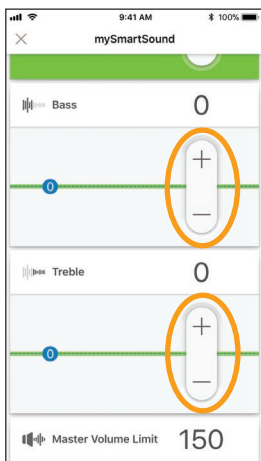
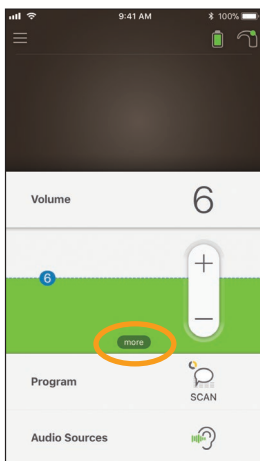
Bass and treble are only available if enabled by your clinician.



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 **X** at top left to close the **mySmartSound** control panel.

Adjust master volume limit



NOTE

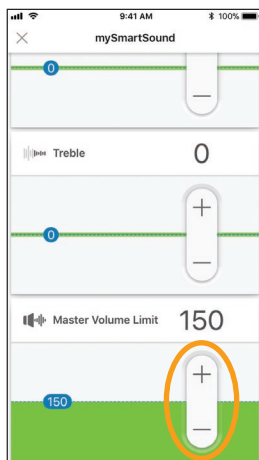
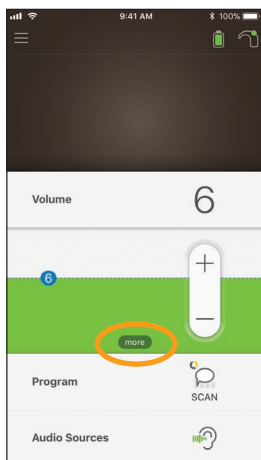
Master volume limit is only available if enabled by your clinician.



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 **X** at top left 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.

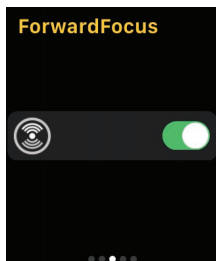
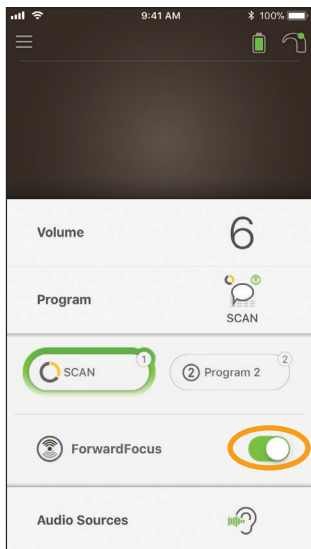


NOTES FOR CAREGIVERS

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.

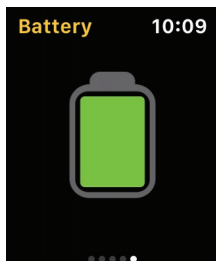
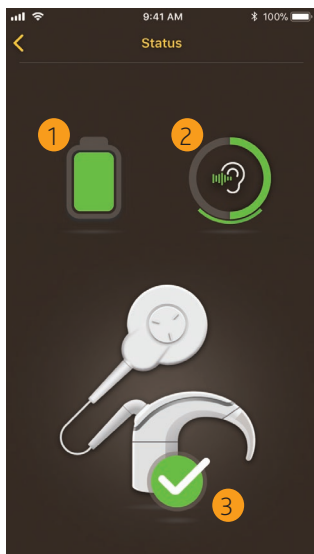
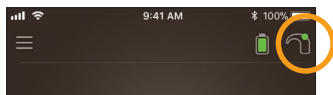


NOTE

If you turn off your sound processor ForwardFocus is turned off and you will have to turn it on again when you need it..

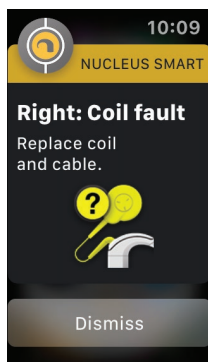
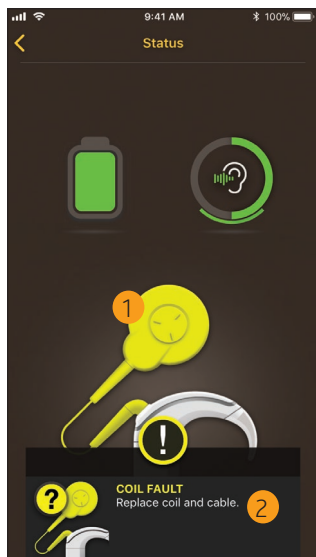
Check status

Tap the icon 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

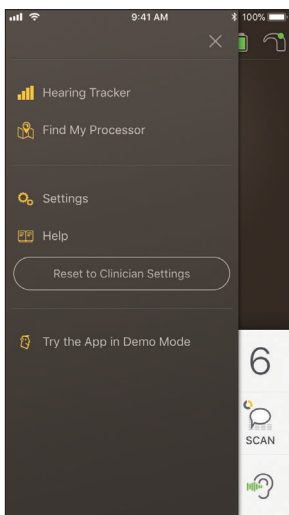
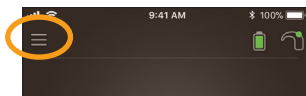
If your sound processor has a fault, you will see a screen like this:



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

Settings menu

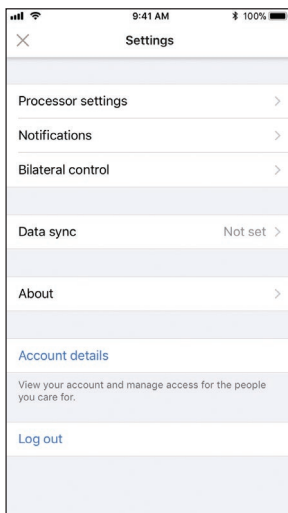
Tap the **menu** icon at top left of the screen to open the **Settings** menu.



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

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

Tap **Settings** to open the **Settings** screen.



Tap **Processor settings** to:

- Lock processor button
- Turn beeps on/off
- Set processor lights.

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

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

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 the app is running on your device.

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