



Cochlear Nucleus Smart App User Guide

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Cochlear Nucleus Smart App



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IN Production

This guide tells you how to pair your Cochlear™ Nucleus® 8, Nucleus 7, Nucleus 7 SE, Nucleus 7 S or Kanso® 2 Sound Processor* with the Nucleus Smart App on a compatible Android smartphone†, so you can use the app to control and monitor your sound processor(s)



Note

- To use the Android version of the app, your sound processor must have the latest firmware installed. Please check with your clinician.
- Some screens will show your name and sound processor model. Images shown in this guide are of example screens only and may differ to what you see in your app. Use the instructions in this guide in conjunction with

the corresponding screens in the app itself to guide you through using the app.

* Not all products are available in all countries.

† For compatibility information, visit www.cochlear.com/compatibility

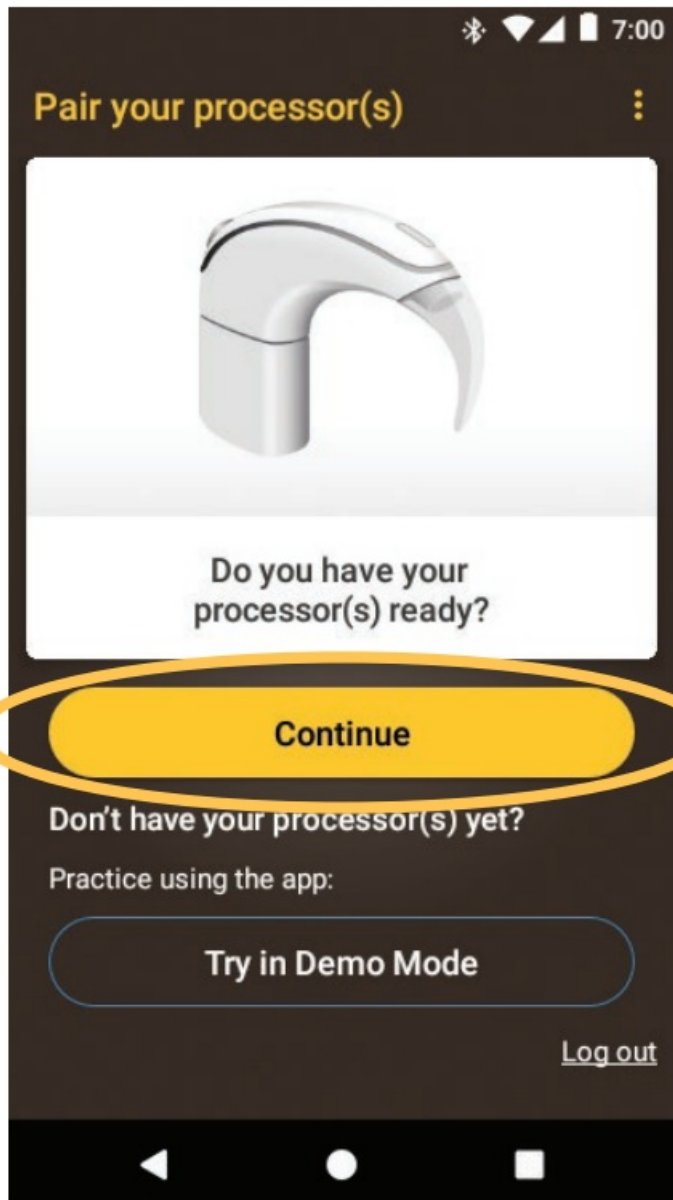
Pair your processor(s)



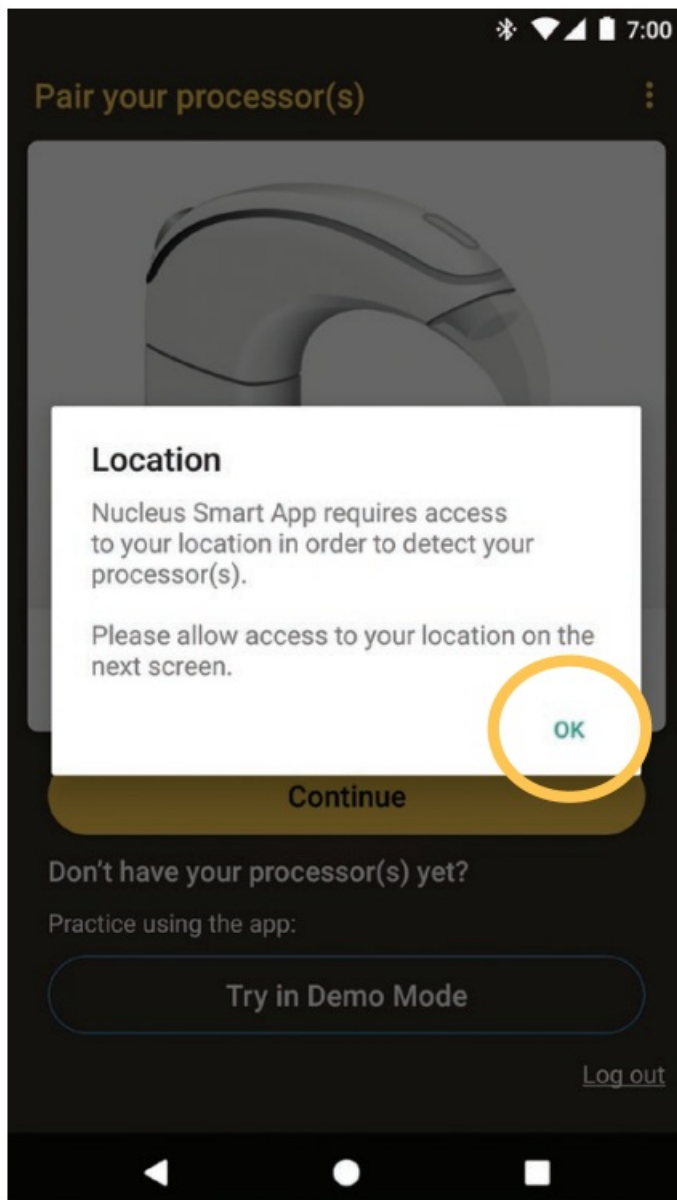
Note

- If you have other sound processor(s) already paired, you need to unpair them first. See page 4 for unpairing instructions.
- Radio interference: when trying to pair or connect your sound processor with the app, you may experience interference from some devices (e.g. microwave ovens, wireless routers or TV Streamers). If this happens, move away from the device and try again.

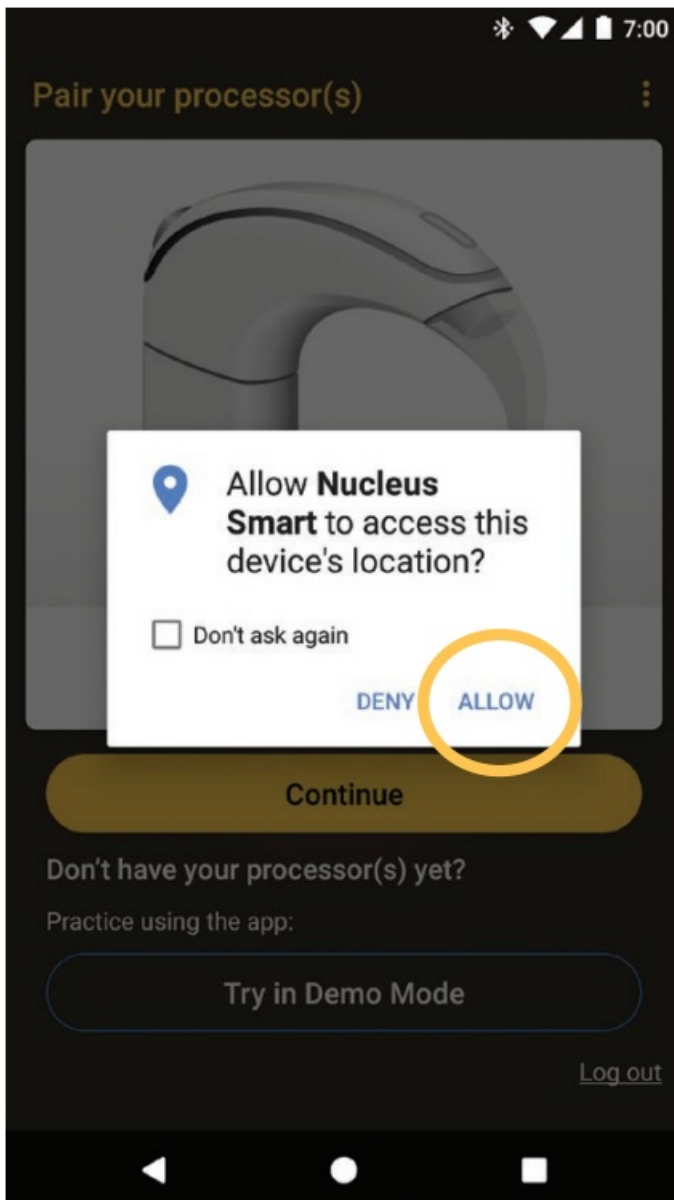
1. Have your processor(s) ready
2. Switch on Bluetooth on your Android smartphone.
3. Run Nucleus Smart App
4. Swipe through the Welcome screens.
5. Create your Cochlear Account or login if you have an account.
6. The Pair your processor(s) screen displays. Tap Continue.



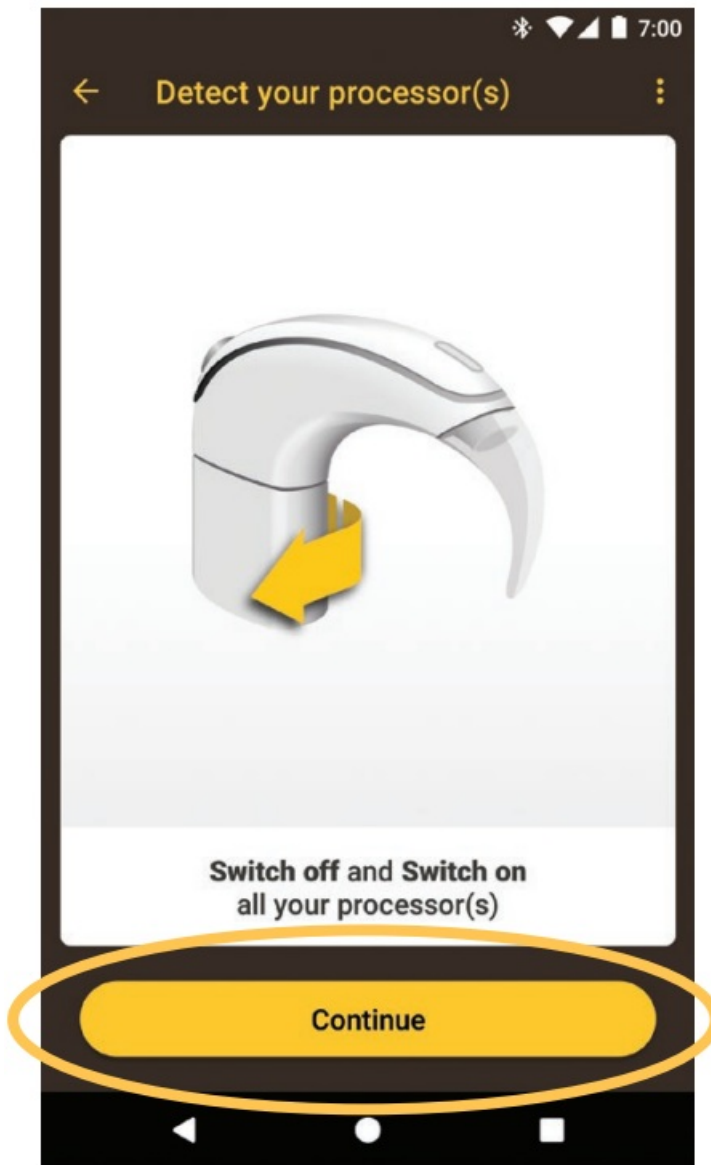
7. In the Location popup, tap OK.



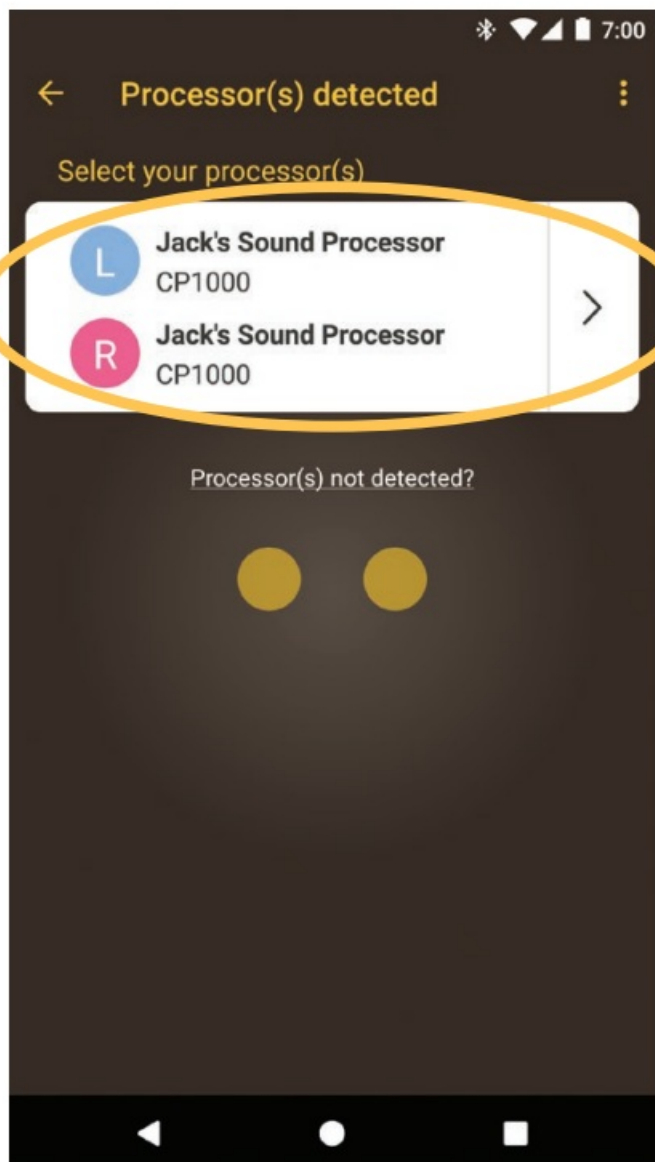
8. In the Allow Nucleus Smart popup, tap ALLOW.



9. The Detect your processor(s) screen displays. Turn your sound processor(s) OFF, then ON. If you have two do both, one after the other. After turning your processor(s) off and on, tap Continue.



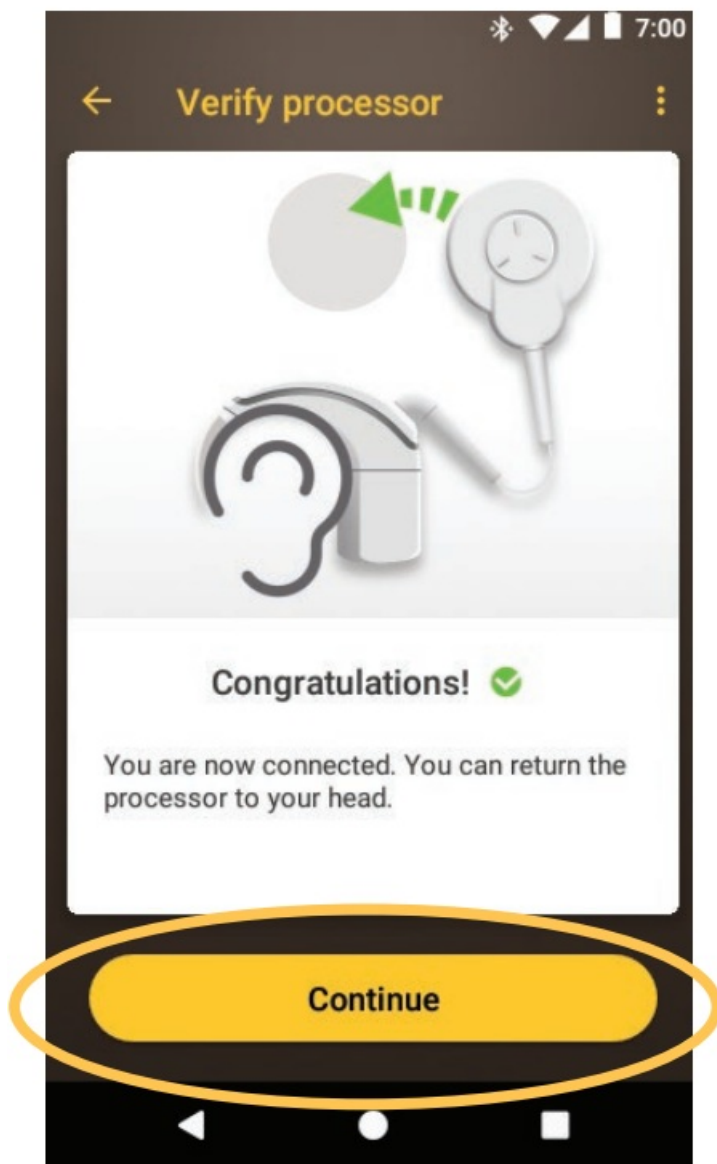
10. When your processor(s) display, tap once to start pairing



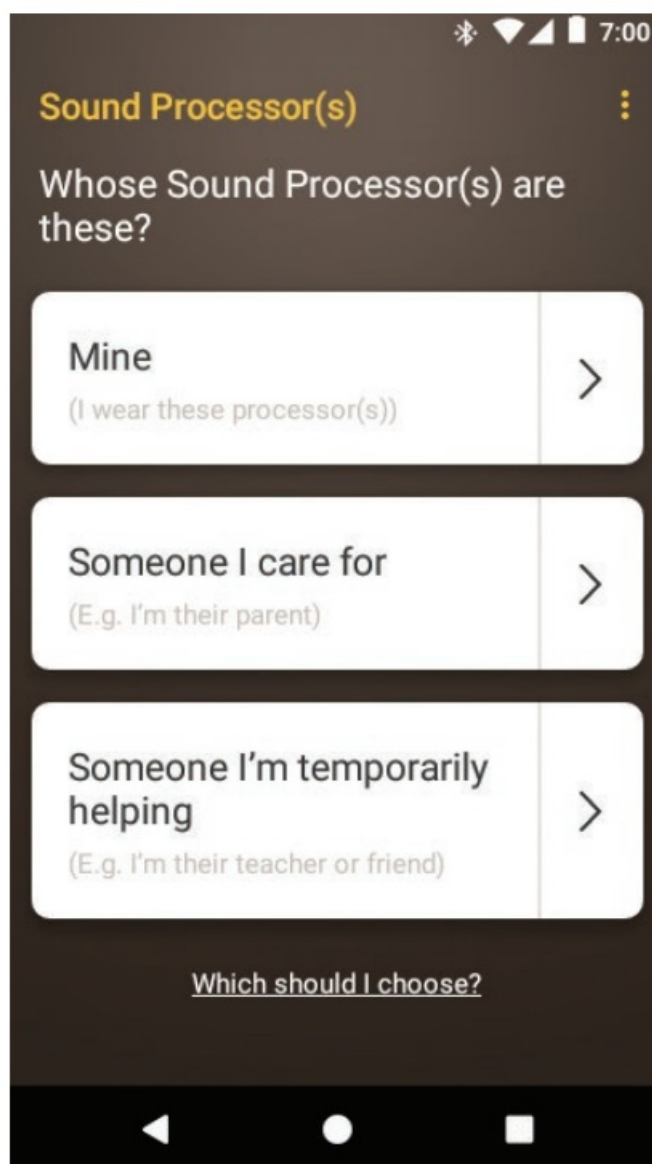
11. The Paired processors screen displays when pairing is complete. Tap Continue.



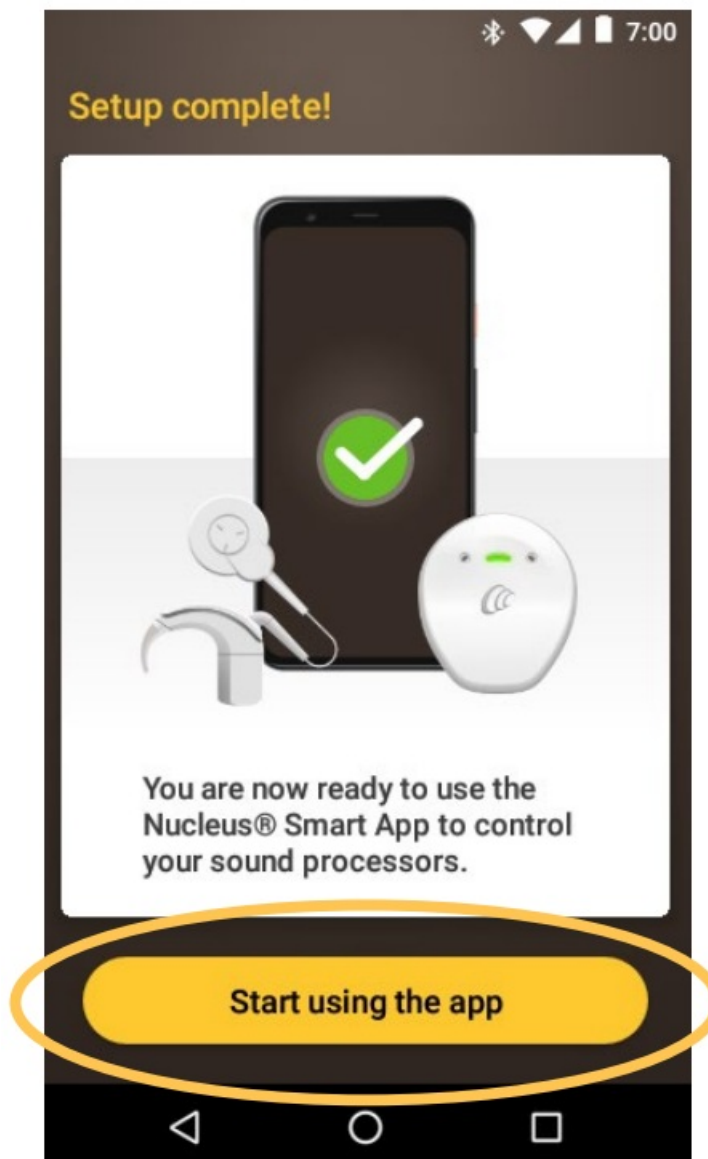
12. Follow the screen prompts to Verify your sound processor(s). The Preparing your Processor(s) screen displays for up to 60 seconds. Tap Continue.



13. Follow the screen prompts to Verify your sound processor(s). The Preparing your Processor(s) screen displays for up to 60 seconds. Tap Continue.



14. If the Audio streaming screen displays, see steps on the **next page**. **or** If the Setup complete screen displays, tap **Start using the app**.



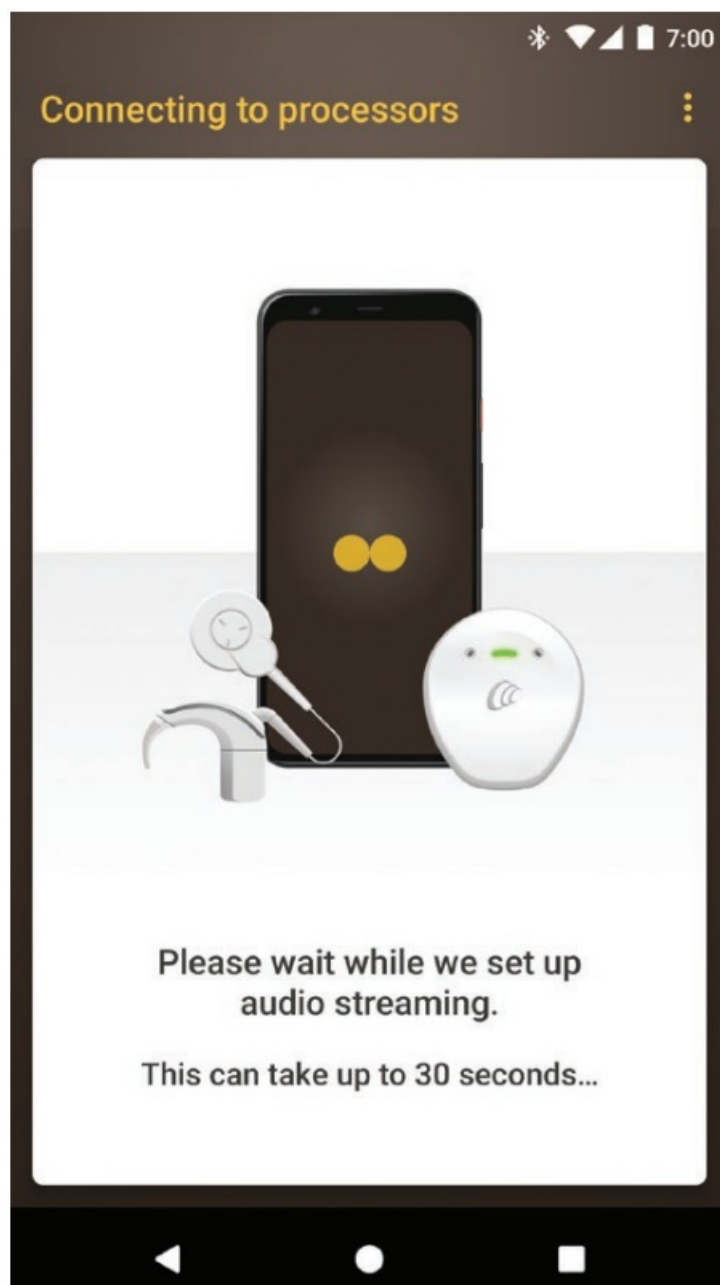
Smartphones with audio streaming for hearing aids

If your smartphone supports audio streaming for hearing aids, you can receive sound from your phone straight to your processor. To setup audio streaming:

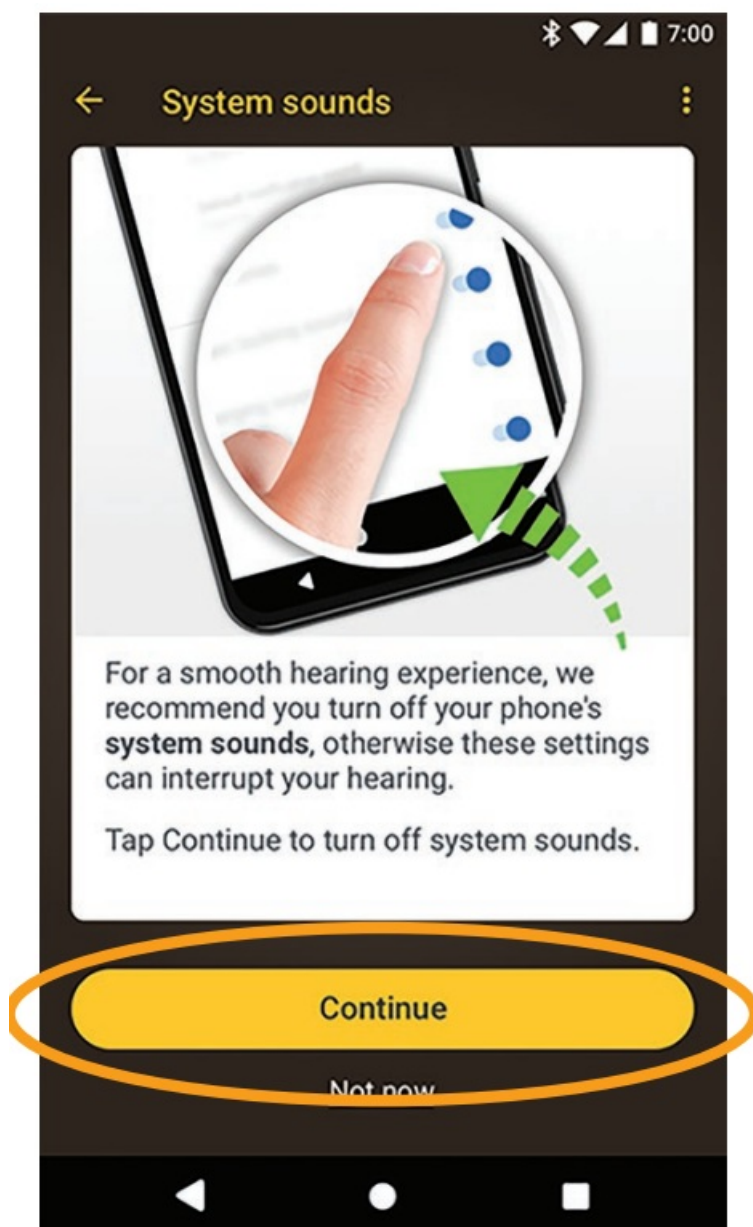
1. When the Audio streaming screen displays, tap Enable. Your sound processor(s) will turn off for a few moments.



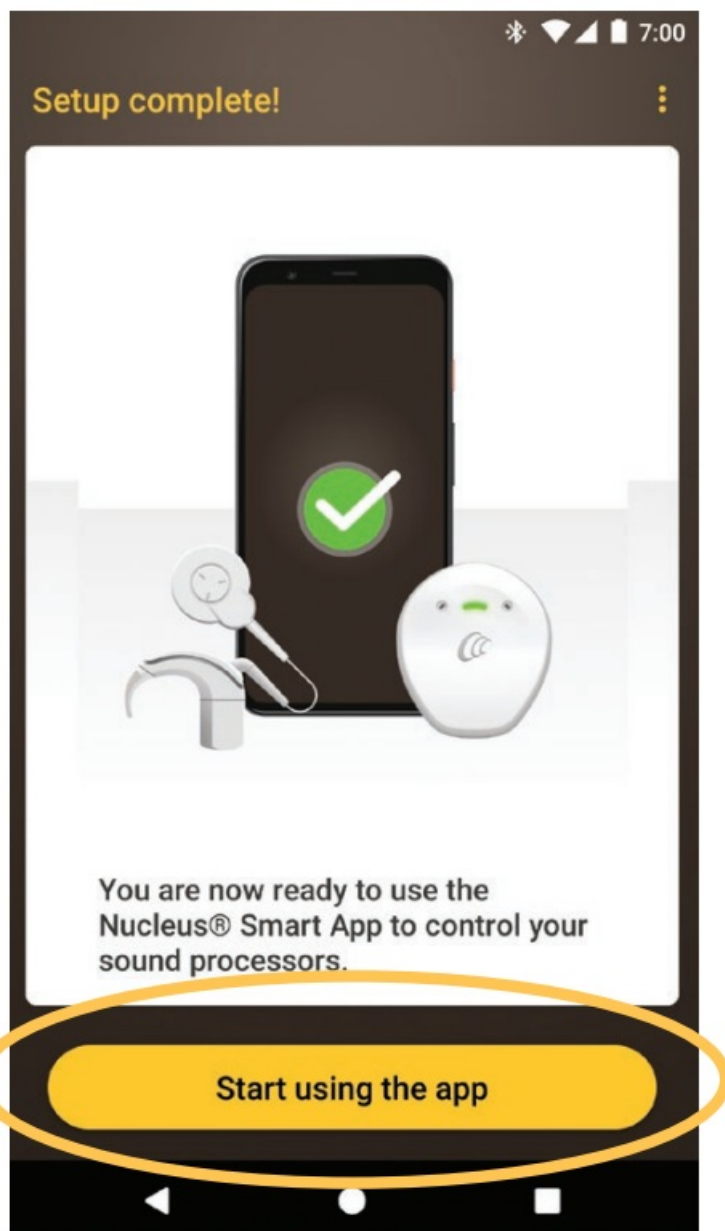
2. If other sound processor(s) are already paired or streaming to your smartphone you need to Forget them now. Follow the screen prompts to Forget the processor(s), then tap the back button to return to the Nucleus Smart App.
3. Wait while the Connecting to processor screen displays.



4. If you have system sounds enabled on your smartphone, the System sounds screen displays. Follow the screen prompts to disable system sounds, then tap the back button to return to the Nucleus Smart App.



5. When the Setup complete! screen displays, tap Start using the app.



6. You can use the Nucleus Smart App! Refer to the Nucleus Smart App User Guide for details.



Note

To pair additional compatible devices, you must first disable Bluetooth on existing paired devices.

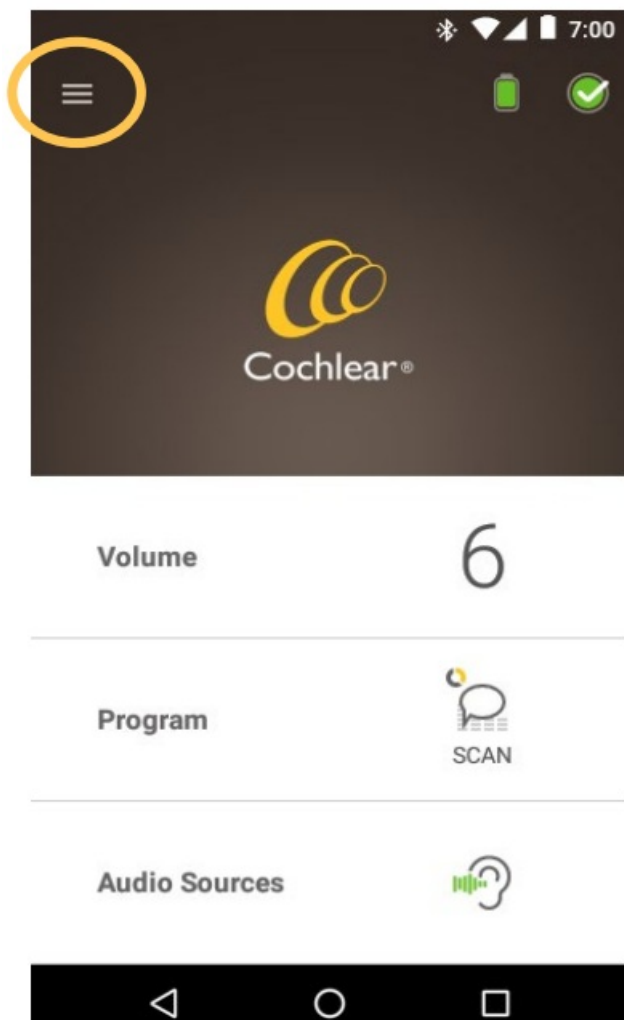
Unpair your processor(s)

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

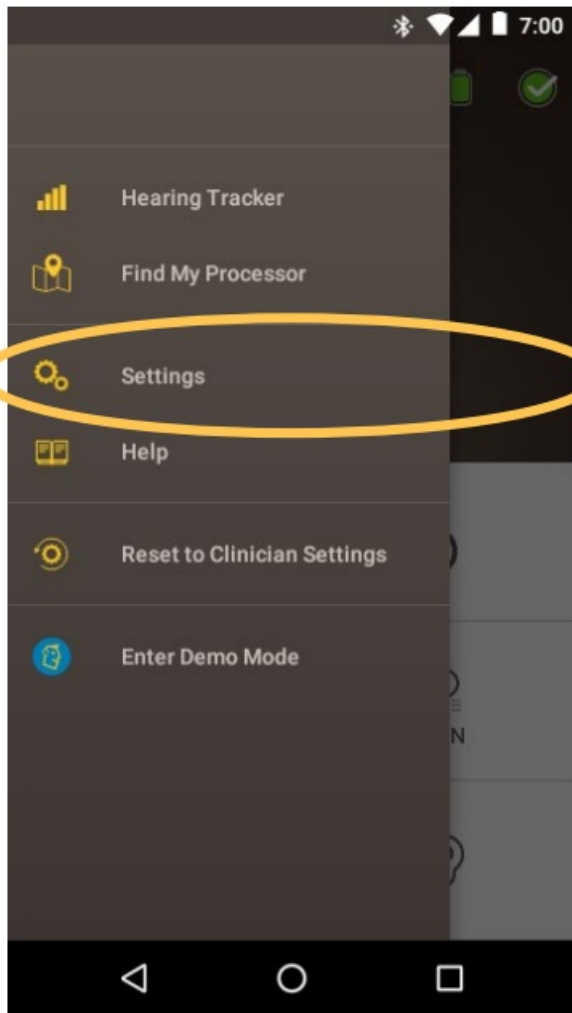
- Unpair the old sound processor(s), then
- Pair the new sound processor(s).

To unpair your processors(s):

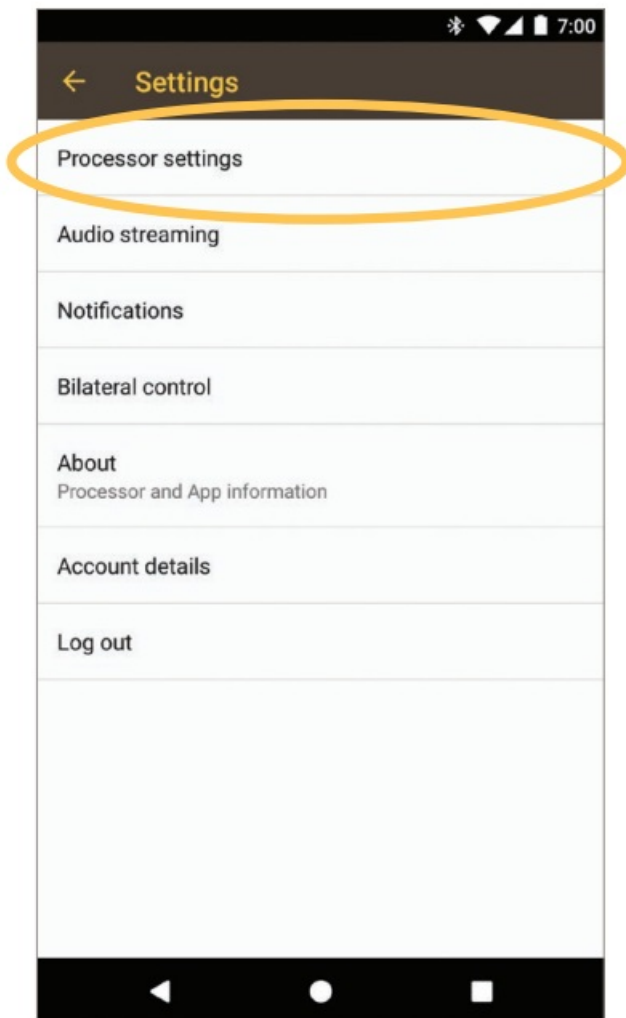
1. Open the app's Menu



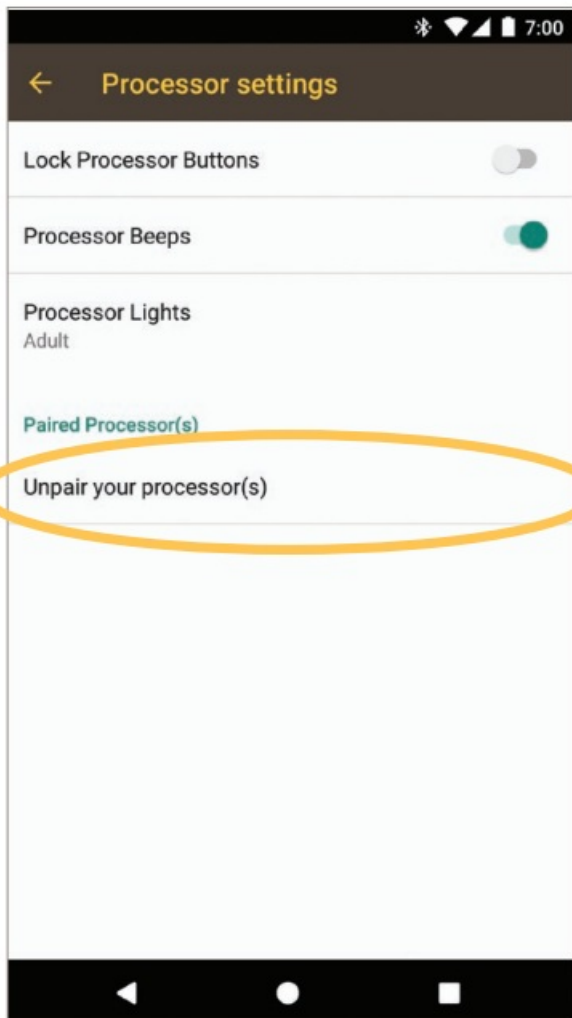
2. Tap Settings



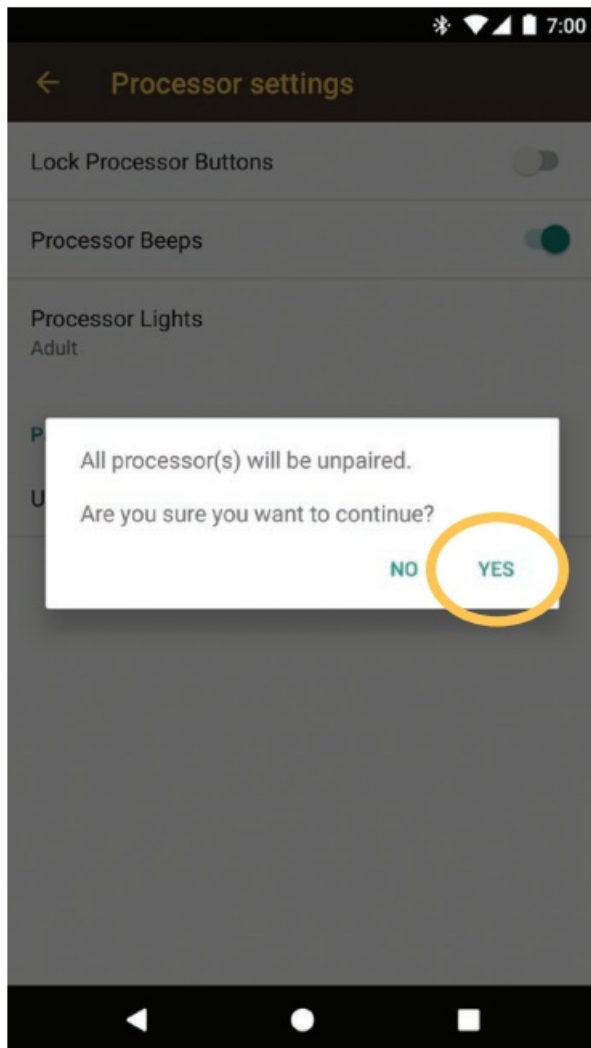
3. Tap Processor settings.



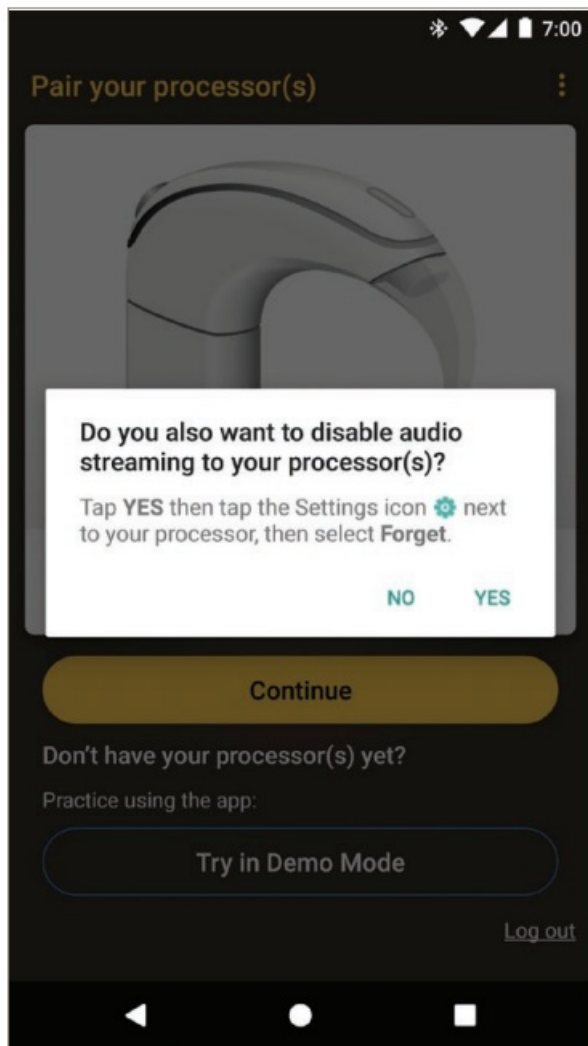
4. Tap Unpair your processor(s)



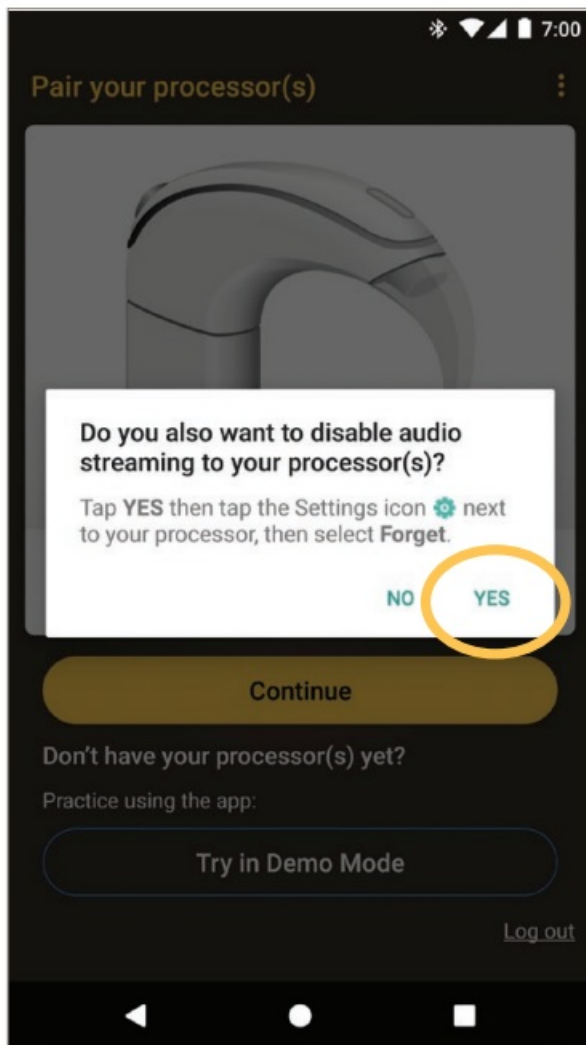
5. Tap YES.



6. If streaming is enabled for your processor(s), a prompt to disable streaming display



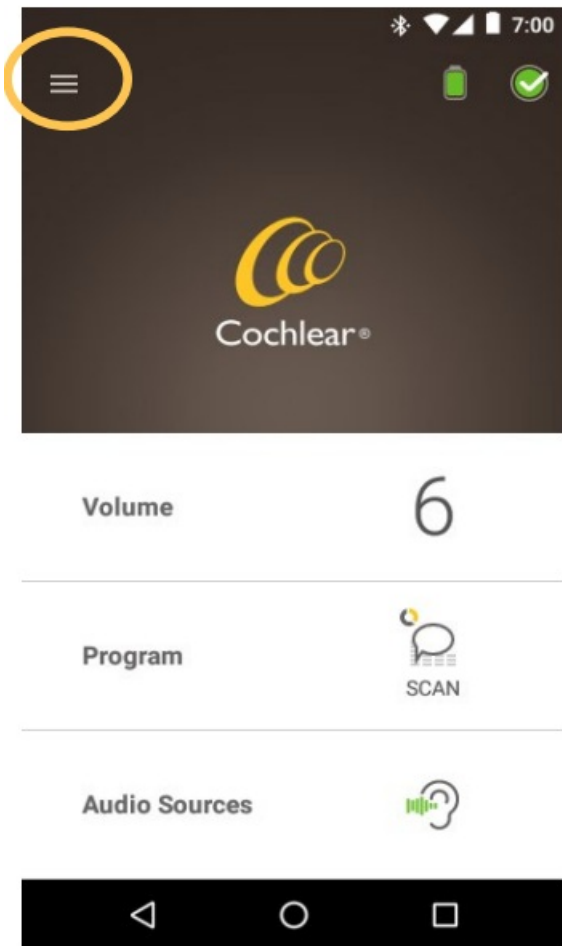
- A. Tap YES and follow the prompts to Forget your processor(s).
- B. Tap the back button to return to the Nucleus Smart App.



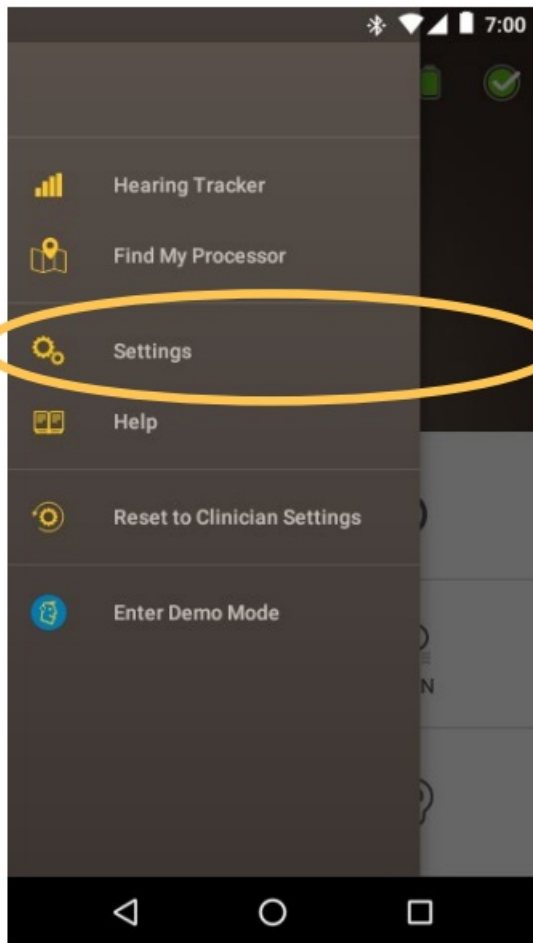
Check audio streaming status

To check your audio streaming status:

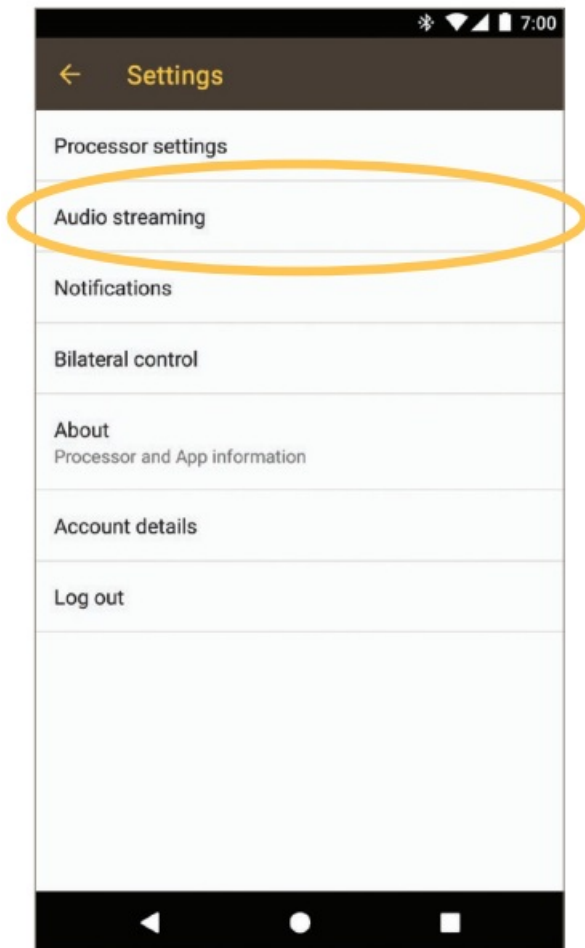
1. Open the app's Menu



2. Tap Settings



3. Tap Audio streaming.

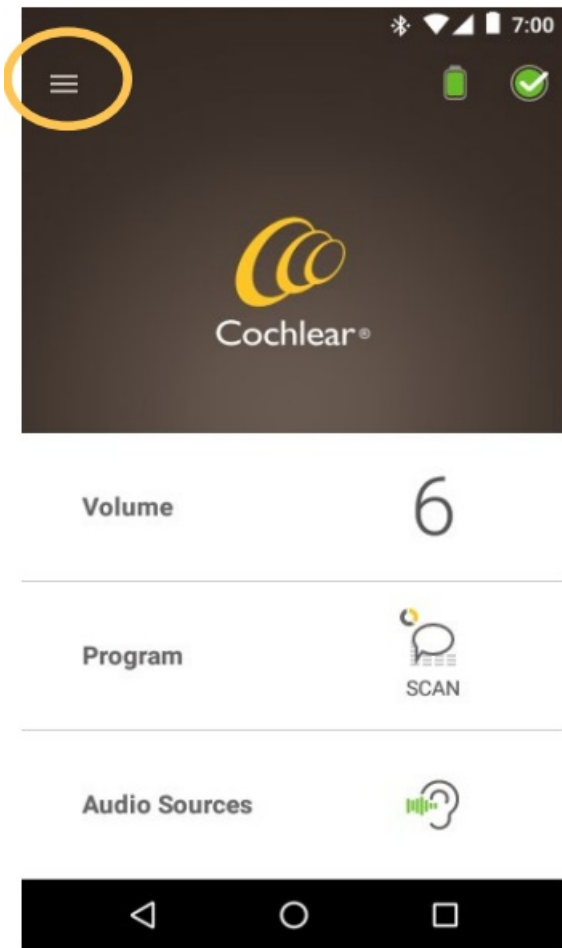


4. If streaming is not active, for more details read the information on screen and tap available links.

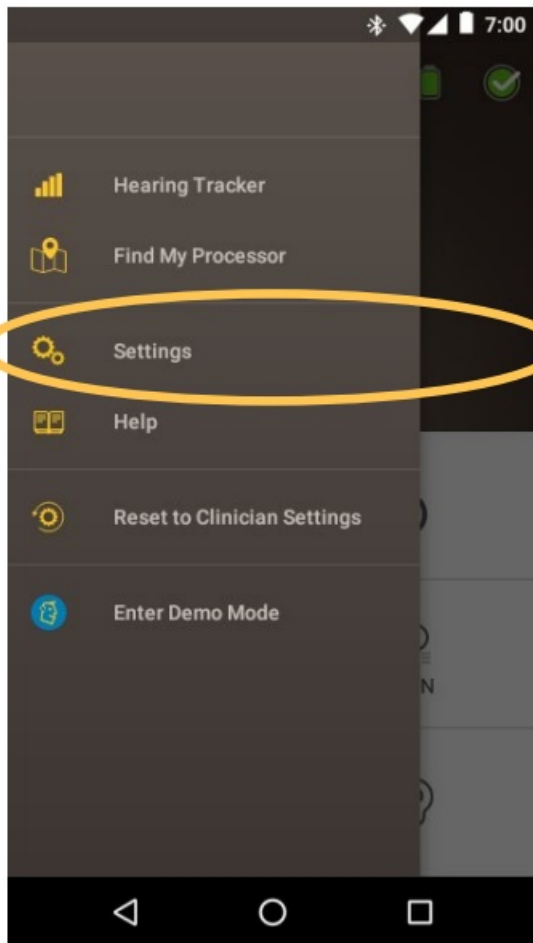
Disable audio streaming

To disable audio streaming:

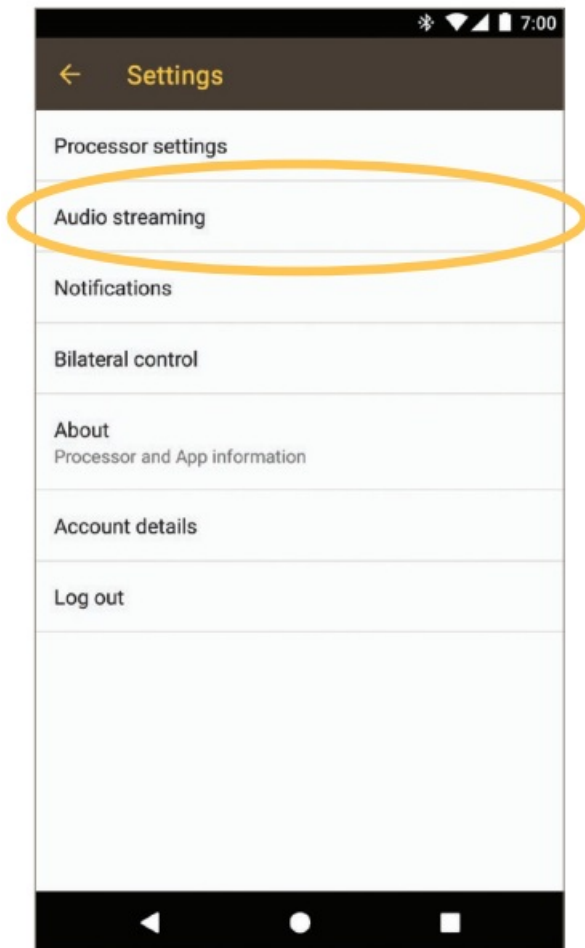
- Open the app's Menu



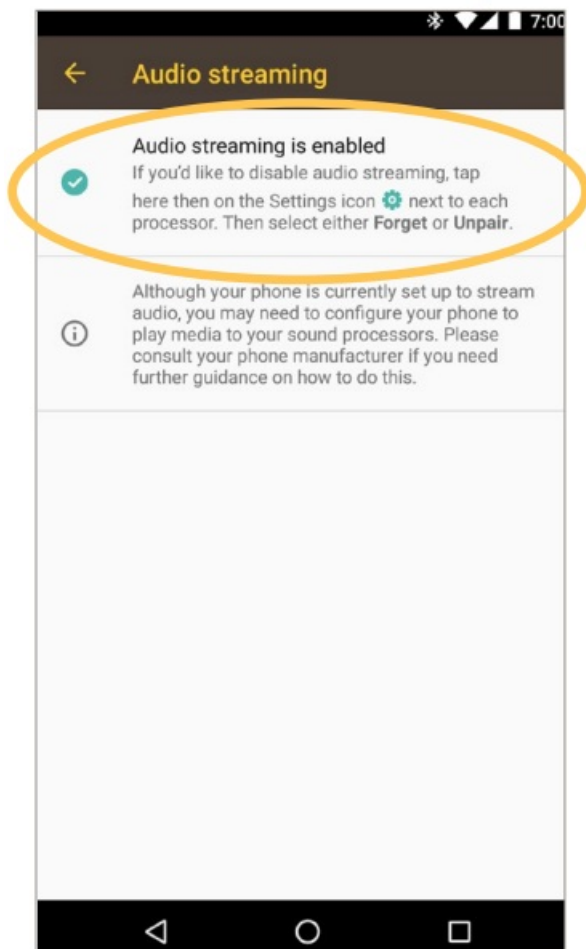
- Tap Settings.




- Tap Audio streaming




- If streaming is enabled, follow the instructions to disable audio streaming



- For more information on the app, refer to the Nucleus Smart App User Guide.
- For more information on the sound processor, refer to your Sound Processor User Guide.
- Visit us online for tips, how-to videos and more: www.cochlear.com/

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www.cochlear.com

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Documents / Resources

	<p>Cochlear Nucleus Smart App [pdf] User Guide Nucleus Smart App, Nucleus Smart, App</p>
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References

- [Cochlear Americas | Hear Now And Always | Cochlear Implants](#)
- [Cochlear Americas | Hear Now And Always | Cochlear Implants](#)
- [Sound Processor and App Compatibility](#)