

Rough Edited Copy

Cochlear Americas  
CA-CAN Chapter Meeting  
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>>SPEAKER: Hello everyone. I am glad you could all make it out today.

Today we have Greg White and he is our official cochlear representative. We work with Greg, those of you that have not met him, he is standing right here. I will turn the meeting over to him because he is in charge of a lot of cochlear groups --

>>: In three states.

I am glad to be here and happy about the turn out especially with how cold it is. Thank you for taking the time to make it.

Before we get started -- how many of you -- I just upgraded my computer and have a new version of PowerPoint I am still figuring out. However, this should be it.

There we go -- I think. Before we get started I just want to go around the room and very quickly learn about yourselves. Indicate whether you are a candidate considering technology or if you are a recipient. As well as share your name and perhaps how long you've had hearing loss for.

>>: My name is Brian Gallet, I am a leader with Sister June. I have two cochlear implants since 2011.

>>: I am Sister June, I am bilateral. Got my first in 1996 and second in 2010.

>>: I am gene, I am a candidate, this is my second meeting. I've had hearing loss starting with hearing aids starting about 25 years. Now I can't hardly hear.

>>SPEAKER: That is why we are here.

>>: I am Mary Joe, I am bilateral, I had the first one about two years and the other one for about a year. I am very glad I had both of them. They make a big difference.

>>: I am Don Hoffman I am here supporting my wife Jane.

>>: I am Jane, I got my first in 2010 and second in 2015. Love them.

>>: I am Tom and I can hear fine. I am here for my wife, she is scheduled a week from Wednesday.

>>: I am Barb and I cannot here. I have surgery next Wednesday the 24th and I am excited to get started and this support group has been super. Lots of information.

>>: I am Bev and I just received mine in July. It is totally life changing. It is wonderful.

>>: John, I am the chauffeur.

>>: Shirley, I am a candidate hoping to have surgery soon. I know my husband is hoping it is real soon.

>>: My name is jack and I am supporting Shirley and I am looking forward to her getting it.

>>SPEAKER: Glad to have you both.

>>: I am Sister Marie I live with Sister June, I have a hybrid that I received when it was experimental in 2011. It was updated this year.

>>SPEAKER: Wonderful.

>>: I am Yvonne and I had my cochlear in November. I am still struggling. Things are getting better but it is tough.

>>SPEAKER: You are in the right place. We will help you.

>>: I am Veronica, I was supposed to get one last year but had some problems. I am looking forward to getting one this year.

>>: I am Bruce and here to support my wife.

>>: Jim, I am in the process of seeing doctor Chew in two weeks to get the preliminary ready for the surgery.

>>SPEAKER: Thanks for coming.

>>: I am Kim I am an audiologist in private practice in Mason and I have a few patients I am here to support.

>>: I am -- friend of -- due to have my surgery April the 22nd.

>>SPEAKER: Congratulations.

>>: I am Becky I receive implant in July also. I agree, it is life changing. It is like living a miracle every day. I am pleased with it. I've been hearing impaired since I was 18 months old.

>>: I am George and I am scheduled to have surgery in June for the cochlear implant -- can't wait.

>>SPEAKER: Congratulations.

>>: I am Carolyn, I am with dad. We are very excited and got our surgery date yesterday. -- our surgery date -- his surgery date.

>>SPEAKER: You are a big part of it too so it is your surgery too.

>>: I am ken, lost hearing 11 years ago from viral infection. I was implanted and turned on a month ago. I usually wear a hearing aid over here. I forgot this morning.

>>: I am Laurel I am an audiologist with cochlear and I work with audiologist that place implants and program them. Nice to meet everyone.

>>: I am Ann a candidate and scheduled for May and looking for research to make sure I am make right decision.

>>: I am jean I am support with him.

>>: I am Dale and implanted March last year. I am still making progress. I still use hearing aid in left side.

>>: I am Michelle and I am here to support my mother Yvonne.

>>SPEAKER: Thank you. I am Greg White and I am the cochlear engagement manager.

Laurel works with audiologist and surgeons. I work outside the clinic to support the candidates and with the volunteer network to get the resources to you.

I cover Ohio, Indiana and half of West Virginia. I am a bilateral recipient. I got my first in July of 2004 and my second just over a year ago. I am recently -- going through the process. Glad to be here.

Even if you are a recipient and been through the activation kit this maybe a refresh you are to get the best out of your cochlear hearing solution.

If you are a candidate I am glad you made it so you can review everything before the surgery.

I understand it can be very overwhelming.

One thing I want to stress today.

All the stuff we will talk about today, you may not have all of it and that is normal. Your audiologist works with you to find the right accessories for you in your kit.

If we talk about something you don't have in your kit that is normal and okay.

Please feel free to ask questions at any time.

We will also talk a little about some other resources available from cochlear to help you with the process. We will go through all of that.

So, this is actually on Facebook I think about a year ago. Someone went

home and took a picture of everything that came in their activation kit. It looks like a lot. It seems a little overwhelming. You might feel like a deer in headlights. You walk out and you have the kit and you walk around completely overwhelmed. It is okay if you felt like that.

Let's start with what -- when you open up your kit the first thing on the top is a welcome booklet.

You got one of these two versions.

They are the exact same thing. The one on the left is what you got if you got it before December 2015 and the one on the right is the new one you get after December 2015. Don't worry. It is the exact same thing.

This booklet is the startup guide. It will have all the high level resources at your fingertips. Whether website information, cochlear contact information etc. Most people take it and set it aside. You want to get to the good stuff in the kit. That is okay as well.

You will have the processor on the top. Sometimes it will be -- your audiologist typically has the activation kit and will supply it to you. You won't have to worry about seeing the processor because they will put it on you and program it for you.

We will start with the essentials on the left. Everything on the right like the accessories we will get into later.

So, I have

We will pass this around. I am passing out different types of processor colors. Some have a coil cable some don't. The ones that don't are demos.

I want you to touch and feel what the processor is like for those that don't currently have a cochlear implant.

Let's talk about what is actually on the processor.

As you see on the top there are two microphones. This is what your ear will be. The sounds you hear will go through the processor microphones and deliver internally internal component and offer your inner ear to hear and interpret sounds.

Those microphones, there is one maintenance tip you want to do every three months and I will allude to that in a minute.

There are indicator lights -- I will use mine as an example -- I gave too many out. I will take one of those. Thank you.

This little square shield right here, that is where you will see the processor indicator lights.

When you turn it on you will see the lights beep or flash there.

The coil cable and the coil magnet, those are important. You want to keep those maintained as well. If you see it falling off talk to audiologist.

In terms of magnet if you feel discomfort let your audiologist know. Sometimes it can be too strong. You can adjust the magnet strength and for those that have the demo processor with the coil cable on it. Twist the magnet on it and you will see how it goes up or down. That will help with that as well.

If you have a processor with a little door on it, that is called -- you probably have a CP 910 processor. That means you have an accessory port. You may not have a door on it that means you have the CP 920 accessory port and all that means is you don't have it and therefore you will get wireless accessories versus hard wire plug ins. Don't worry if you do or don't have one. Just something to be aware of. I will stop to see if anyone has any questions about the actual processor? We will explain more as we go on. This is just high

level.

Let's talk about batteries. A common question people have. You will get a disposable battery option. This is something you can use -- this 675 power batteries for. These disposable options last about two days. Depending on your processor. Your processor map. There are rechargeable options which is by far the most popular option most people do.

The standard on the left is a bigger one. You will see, you might have one out there. That one last on average 24 to 30 hours.

Everyone's battery life is going to be different. That is because everyone's map is different?

>>: Can you go through the procedure how to get the replacement battery while we are talking about the battery.

>>SPEAKER: Yes. First I recommend talking to audiologist. But in this case I would recommend reaching out to cochlear. If you have a warranty on the battery they will help replace it for you. You can check the warrant on my cochlear. We can get you that contact information if that would be helpful.

>>: When you are talk to 22 candidate, the battery life distant last that long. Mine last nine hours.

>>SPEAKER: Right. Recipients of N 22 and that takes more and cannot last as long.

Any questions about the battery

--

>>: Where the batteries are?

>>SPEAKER: Great question.

The batteries on this processor are connected to the bottom.



If you have one twist it and pull it off. That is how you take the battery off.

>>: Can you explain the difference between the 22 and 6 there are people confused about that.

>>SPEAKER: Sure.

Sister June referenced N 22 implant. This is one of our oldest implants. We recently made it backwards compatible for the new N six processor. It is something that takes a lot more power.

For the new candidates will never have a N 22. That was older generation.

You will have a freedom, profile, hybrid. All the newer implants. Don't worry about the N 22 unless you are a recipient of the N 22 implant. Thank you for pointing that out.

So, disposable option, about 2 to 3 days before you replace it. Standard rechargeable is bigger. That last about -- depending on your map anywhere from 15 to 30 hours depending on the map and internal you have.

>>: A lot of people like to use the disposable when they travel so they don't have to bring the rechargeable things along.

>>SPEAKER: Great point. Like examining.

Most people don't really use the compact unless it is cosmetic reasons or a lighter wear on the processor.

I like to use the standard rechargeable so I don't have to switch out the battery anytime during the day.

Any questions about the battery?

>>: Do you get both units with the --

>>SPEAKER: You can pick the standard or compact but you automatically get disposable option. I would recommend most people get the standard

rechargeable option.

>>: We have a question over here. Where does the battery go in this?

>>SPEAKER: In the left hand is the top of the processor -- you put it in like this and twist it on.

>>: Where does the disposable battery go, in a different case?

>>SPEAKER: Good question.

>>: I want to see how the battery goes in.

>>SPEAKER: I have a compact rechargeable. To take it off you twist it and twist it on.

With this one you -- same thing. This is easier than pulling the case out by itself.

You will see there is a little latch here where you can turn it and lock it. It is a child proof option to make sure the kids can't pull it off and eat the batteries.

If you can't get the case out or battery out it is probably locked. It is open when facing up and locked when it is sideways. I will pass this around. Thank you for asking.

>>: Is there a lot of difference in the price?

>>SPEAKER: In terms of price, when it is all part of your activation kit, it would be rolled up into the price. If you buy replacement rechargeable batteries expired and out of warranty, it can run \$195, a battery.

I will say some people have had their insurance help pay for it.

>>: I think you get six batteries for \$199 rechargeable.

>>SPEAKER: Are you talking about the --

>>: I am talking about the rechargeable battery.

>>SPEAKER: It is 195 for one.

>>: You should know the rechargeables last a long time. I got my N five in 2010 and I am still using the rechargeable batteries.

>>: I am talking about rechargeable batteries.

>>SPEAKER: One rechargeable battery is \$195. But Sister June's point, they should last a long time. If they don't it would be a malfunction and then you can replace it.

>>: What comes when you first get your implant, what kind of battery?

>>SPEAKER: A disposable for sure and you and your audiologist will pick whether you want compact, standard or both.

There are a certain number of options you get most people get standard and save the accessory choice for something else.

Any questions?

>>: In taking that apart I didn't see where the battery actually is in there.

>>SPEAKER: If it is rechargeable that is the battery.

>>: The part that comes off at the bottom.

>>SPEAKER: The part that comes off -- see how this one doesn't have anything on it but this one has it. This is the one you can just pull off. This does not have that.

>>: So the bottom part that comes off, that is the battery?

>>SPEAKER: Yes. That is the battery itself. This is just disposable versus rechargeable. Thank you for clarifying. You can tell the difference between whether you have a disposable case or rechargeable battery if it has air holes on it. -- batteries need air to breathe.

When you turn the processor on it is simple all you have to do is connect the battery.

When you connect it, you will see a light flash on it. The number of times it flashes indicates the program you are on.

If it blinks one it is program one, twice, program two etc.

If you put on the processor and you hear it beep the number of times it beeps indicates the program.

Some people have one, some people have four. Depends on the user.

>>: The light -- yellow light --

>>SPEAKER: Correct. Very observant. Good.

If you want to just turn it on after it is connected. Say you connected the battery. You let it sit down and automatically shuts off on its own after about 3 to 5 minutes.

If you want to turn it back on without taking the battery off and putting it back on. Hold this bottom button a couple seconds.

>>: That is not true in N 22 just so you know.

>>SPEAKER: Yes. Not for N 22. Any other N 22 recipients in this room.

Thank you. Good point.

When you turn it off you can repeat again a quick press here on the bottom or just remove the battery.

When you go to bed at night and using rechargeable battery. Take it off and put in charge dock that you get to recharge the battery and your processor is off. It would be good to go.

Love technical difficulties.

Let's talk about volume and sensitivity really quickly.

We will talk about the difference between these two remotes in a minute but before that the important thing to know is the difference between volume and

sensitivity.

Now, when you get your map programmed they will work with you to find a comfortable level and make sure you are comfortable before you leave the room. Sometimes it will take adjustment but if you feel like you need it a little bit louder or softer you can do so by using your remote. We will talk about that in a second.

Sensitivity is what I call your speech bubble. How far out you will hear. If you have it all the way you will hear all the way to the front door. That maybe too much range. Think of volume as in voice and sensitivity in speech distance. Most people I would say on average, the standard for volume is 5 to 7 on the remote and sensitivity is 10 to 12. If you find yourself way below volume of 1 or 10 and sensitivity all the way down or up, you might want to let your audiologist know because that may indicate you need a change in your map next time you go in. They can reset your parameters to help you get back to average. Any questions about volume or sensitivity?

>>: Is it necessary to have both?

>>SPEAKER: The audiologist may just have you change volume and not sensitivity or vice-versa. You can get both. That is something to talk with your audiologist about.

>>: The sensitivity and volume is individual for each program then?

>>SPEAKER: Correct.

>>: At home it may be different --

>>: Hers is on scan, does that --

>>SPEAKER: Let's talk about that in the next slide. That is actually a good segue.

Let's talk about programs. Some people were asking about scan. Typically before you got the N six most people got the option of four programs. Home, cafe, noise... whatever you want the program to be. You work with audiologist on that. That gives you different options for different environments.

Then cochlear came out with scan, that was designed to be the one program that does everything for you without needing to change the programs.

Scan is a classifier. Depending on the environment it will seek out the environment you are in and adjust your program automatically to help you hear the best in that situation. If you are walking from the parking lot to front door and it is windy it will be in wind setting. Once you walk into a cafe or coffee shop it will change it and drop down the background noise.

When you have four programs, sometimes they are more custom to you and you can pick to choose when you are in that environment. Or you can have scan and scan will do that for you.

I will say scan is not for everyone. Some people love it. Some people don't like it. It is a personal preference.

The point is there are different options for programs and when you work with the audiologist we will find the ones that work best for you.

>>: I would suggest when you go you have one program that is not scan, then you can make a comparison.

>>SPEAKER: Absolutely. Great point. Sister join's point, I have scan on both processors. One -- they are both on program one and on program two I don't have scan just a have that option.

Does that mean I switch a lot? Not always but it is good to have options.

This demo remote doesn't actually turn on. So you will have to reference that.

If you are sitting near someone with a remote. Take a look at your remote.

When you select programs on the remote assistant. Think of this as your personal assistant.

Program one is on the bottom right. Program two on the left. Program three here, program four there clockwise. (Indicating)

You can see what you are selecting with those four buttons.

If you have scan, you will see a wheel kind of revolving. If you have scan right now, you might have an icon, what does that icon say? What does it look like if you have scan? Are there an icon in the middle? Not yet?

That icon will change depending on the environment you are in.

If you are curious what program you are in during scan it will show a different icon for each. It will show decibel meter in you are in noise for example.

>>: It is kind of like a speech bubble.

>>SPEAKER: We are in quiet with one person speaking.

If you don't have scan, don't worry. It is something you can ask your audiologist about. Sister June's point you might want it in one program and old map in the other.

Becky will go around and show what scan is like on hers. We will take a moment so people see that. I have one too.

(Showing remote)

>>SPEAKER: I love the engagement, this is good. You get to see what the remote looks like when you get it.

I have two remotes here. This is called the remote assistant. It is not standard in your kit unless you pick it as an accessory option. You might want to get this one. I recommend a lot of people do.

You do get this remote control as a standard option but as you can see it doesn't quite do as much. For folks like me I like this one. You can do more with this than this.

This is simply volume and sensitivity and Tele coil and if you have accessory -- with remote assistant you can do far more and see the programs lined up and you will have volume here indicated as a bar. Sensitivity and then you will have a streaming screen if you use the wireless accessories. You can select which wireless accessory you are using.

>>: How is that powered?

>>SPEAKER: It is rechargeable. You plug it in. This uses a small battery and you don't have to replace often at all. I never have to replace mine. But I don't use this one that much. Good question.

To repeat. This is rechargeable you plug it in. This is just a battery inside that you replace when it ever does die.

>>: With the kit do you have a choice?

>>SPEAKER: This is standard but this you have to pick as accessory. Your audiologist, most audiologist have you use this.

This is really helpful.

>>: I think most of us with an implant have the big one.

>>SPEAKER: Agreed.

>>SPEAKER: One tip, when you plug it in, the other end is a USB.

If you look at the back of your charge port for your batteries there is a place to plug it in in the back. You can charge batteries and remote all at once. It saves on space.

Any questions about remote is this



>>: I remember one day I changed the program and -- all of a sudden it sounded different. I looked and it changed to music. Put it back to scan and then lock.

>>SPEAKER: Thank you for bringing that up. Lock and unlock is important. To your point -- to lock it first of all there is a slider on the side. I will pass this around. If there is a green dot showing it is unlock. If you slide it down and there is a red dot showing that is locked. When you are not using it you want to lock it. Because you might accidentally press something and change the program or volume or something like that.

When you make changes to your remote you will hear a beep in the processor in your head. If you press up volume you will hear one beep.

If you change the program on remote and say go to program four, you will hear four beeps. You will have an auditory response to the changes you make on the remote.

Locking is very important.

>>: I have a question, I just have -- on my remote. It doesn't seem to do anything, I don't bother with it. Am I doing something wrong?

>>SPEAKER: I don't think it is your fault, I would talk to your audiologist. Do you hear it beep when you change the volume?

>>: No.

>>SPEAKER: I would talk to your audiologist and let her know you are not quite getting a response from your remote and there may be fluctuations in volume

>>: Maybe I am and maybe just missing it, I don't know.

>>SPEAKER: Do you have it with you? When you get home check it out

and see if you can see the volume number changing on the remote. It could be lock. You may want to unlock and try that.

>>: It has to be paired. Maybe it became -- one time I forgot to lock mine and I put it in my carrier and mess it had up and it lost pairing. It is easy to pair it again but it does have to be paired.

>>SPEAKER: Let's talk about pairing. Pairing is basically marrying your processor with your remote. If it says pair processor, if it says no processor paired -- that all means you need to do is take your processor off and put it on the back and you will feel it click with. It will say pair processor, you press okay and it will pair.

It will say pair successful.

The whole point of this is so it can communicate with the processor.

If it de-pairs simple re-pair.

If you are a bilateral you will have to do the pairing process for each ear.

>>: On the same remote?

>>SPEAKER: Yep. Correct. You can program your remote so you can change the volume and sensitivity individually or both at the same time. I personally like to do it separately so you have the option. I want this to be on volume nine for whatever reason and five on this one.

Any questions?

This is going to be your buddy. I recommend getting the remote assist it is really useful to have.

Even if you don't use a lot right now it is good to have when you need it.

I almost tried to change the slide with this.

Sometimes if you have to get a service done on your processor for whatever

reason and cochlear asks you for your serial number. It is on the bottom of the processor on the inside spine. Even I can't read it, if you can't read it, it is okay. That is why you can go on my cochlear and see your serial processor number on there. Or even better -- you can find it in your remote assistant. There is a screen that tells you what serial number your processor is. It is nice to know it is here about you can't read it. Don't worry about that too much.

Remember how I was talking about the microphone on your processors. Right here (Indicating) the black dots on the processor. You can pass that around. Those are the microphones, it is important to change the microphone protectors once every three months. Sometimes six if you don't perspire a lot. I am sure most audiologist say every three months.

The reason you want to change it, sometimes sweat, dirt, if you have hair spray and women or guy and use a lot of hair spray. Sometimes it can get inside the processor microphone. You want to keep that changed. You can change it yourself or I like to have my audiologist change it when I go in for mapping.

>>: It is better to put hair spray on before you put the processor on.

>>SPEAKER: Yeah. You would be surprise the people that like it on and then spray.

>>: (Indiscernible)

>>SPEAKER: Once you are implanted and receive your processor. Once everything is registered on the back end then you can sign up.

>>: You can't get on there --

>>SPEAKER: Correct.

>>: I buy my -- from Amazon.

>>SPEAKER: Great tip.

This little device on the bottom right is called the dry store. Your activation kit will get one. You can put the processor in at night and it helps remove the moisture.

The yellow bricks on the inside you also have to change. Buy them on Amazon. It is a lot cheaper doing that. I don't know how much cheaper but it is cheaper and you can get it quicker and easier.

If you need to restock it buy these. They are called dry bricks. I don't have one with me that I can show you.

One thing about the dry brick or the dry and store. If you have a hearing aid put that in as well. You can put the whole thing in. I remove the battery so I can charge it overnight after I am done using it.

Any questions about microphone protectors or the dry and store?

>>: If you need more of the microphone -- do you get those at Amazon too?

>>SPEAKER: No, you have to go through Cochlear. The Cochlear store. There will be a link at the end of the presentation I will make sure you get that. The audiologist left the room, I want to give you a tip. When you go ask your audiologist if they have extra mic protectors on hand and have them change it for you. Just a tip.

Just making sure.

Alright. Let's talk about accessories. If you have -- for the candidates in the room today will get N six processor, that is the one I passed out today. That is the new processor compatible with wireless. For those that don't have N six, maybe N five or freedom, those are older generations. Those are unfortunately not compatible with wireless but there are alternatives. We will

talk about that.

Wireless accessories -- I have my gadget case here.

This is blue tooth. You can pair it and it will stream the sound from the blue tooth device to the processor.

I use this -- I clip it on here and pair it to my phone and in my normal program.

When someone calls me I hear the phone in my head and press the button to answer and as I talk the people on the other end of the line can hear through this. It is kind of like being terminator and talking to yourself. It is awesome.

Because some people -- even with hearing aids when you bring the phone up to your ear it is hard to find that sweet spot where the microphone is. Having the phone clip and having it directly to your processor makes a world of difference. It is my favorite wireless accessory.

>>: It is in both your ears when you are talking. When you push the phone you hear it in both ears?

>>SPEAKER: If you are bilateral then yes.

If you have hearing aid in one ear and cochlear in the other. You can if you have a rezound (spelling?) hearing aid.

Cochlear has an alliance with rezound -- so you can hear in both ears. It is called a smart stream. That is a nice advantage to take if you either have a rezound hearing aid or considering one.

>>: If you are in your car and your car has blue tooth, what happens when your phone rings?

>>SPEAKER: It depends on what your phone is paired to. If it is paired with the phone clip it will take over. It is what you have as an option.

You can have multiple devices paired to the phone it is just which one you

selected to be using.

>>: Personally, I have found with my car that the blue tooth of the car overrides --

>>SPEAKER: Perfect. When that happens you can bring out your phone and go back and select phone clip as needed. Or un-pair your phone from the car. I like to leave my phone paired to the car for everything. It is kind of a surround sound speakers and all of that. It is whatever you find is best for you. That is the phone clip. It is for blue tooth devices only.

If you are on the I pad you can pair it to that, if you are watching a movie.

>>: You watch a movie on TV --

>>SPEAKER: The last one is called the TV streamer. This is a separate device, I don't have it -- maybe I did bring it. The TV streamer looks kind of like this. This is probably true to size. The TV streamer is something you can get as an accessory as well. You can connect to your TV and when you are watching TV it will deliver sound directly from TV to the processor. This is awesome if you have a spouse that says turn down the TV it is too loud. It will deliver the sound directly to you at your comfortable volume while your spouse or whoever else is watching with the volume at their level. You can go to sleep and he can watch TV. It is called the TV streamer.

>>: She uses that.

>>: Oh yeah, I love it. What I like about it also, I had one before I had my cochlear and when it would go in my ear directly, I couldn't hear anything else. This you can still have a conversation with other people in the room but you are still getting the sound from the TV.

>>SPEAKER: Perfect.

That brings up another thing. When you have accessories like wireless, you have an accessory mixing ratio on the remote that you can navigate to the screen and change the ratio. How much you are hearing through wireless accessory and how much you hear through normal processor.

You can adjust it. If you don't want to listen to John -- (laughter)

>>: We can turn them off.

>>SPEAKER: You can adjust the ratio to how much you are hearing through wireless device and regular processors, microphones.

>>: How is that done?

>>SPEAKER: Press the right button -- you may or may not have it programmed on your remote. But navigate to the setting screen -- press over until you get to setting screen. Press okay. Brian will show you.

The screen we are talk being is the accessory mixing ratio. You will navigate over to settings by pressing the right arrow. You press okay on the setting screen. Press over twice and you will see a screen that says accessory mix. You can do it for any of the wireless accessories. What this accessory mix screen, you will see at the top of it for those looking at it. You will see what kind of looks like a plug, that is a symbol for the wireless accessory. If you see a microphone at the bottom that is talking about the actual microphones on the processor. Depending where you set it, it is the ratio that you will hear. Either one only or both or one only or the other. Any questions about that? I know people are still talk being it which is good.

I will show you while they are doing it.

(Individual conversations)

>>SPEAKER: Sorry to interrupt. One point Laurel made I want to reiterate,

when you get this remote, you don't have to use it all the time. Don't feel like you have to know everything on how this remote works. The important part is figuring what works best for you based on the accessories you get.

>>: With the system how it is today, you should not have to press any buttons or anything to hear your best. These are just additional options, the programming is such that this changes the scene for you, you shouldn't have to change programs or volume. These are just added extras. If it is too much you don't have to do any of it and get the big remote. That is the message at the end of the day.

>>SPEAKER: Thank you. Laurel.

The last thing I want talk about is the mini mic. This is what a lot of couples like to use. It is an extendible ear that I call it. If you are in a restaurant or wedding, in a situation where you have to hear the pastor or preacher in a distance. You can give this to the speaker and have them wear it and it will deliver sound to your processor up to 21 feet.

It is nice in a car. If you are driving and recipient you don't want to look at the person talking. Give them the mini mic it will help you.

If you have Valentine's Day -- give it to them you will hear it better.

>>: Some people put it by the speaker by the TV so it works kind of same way as the TV streamer.

>>SPEAKER: Good question. The difference -- the mini mic will hear everything on the TV and you won't be able to hear everything. The mini mic is one of the most versatile accessories.

>>: I have good experience with setting the mini mic on the table if I am with more than one person. I get the person I am sitting next to on my cochlear



side. That is helpful just to set it on the table.

>>SPEAKER: Great. Perfect.

Any questions about these three accessories. You don't have to use them, they are just options.

>>: The mini mic, is the frequency discrete to your own processor or could we all hear off one mic?

>>SPEAKER: Great question.

If I have one mini mic paired to all processors we can use one.

It has to be paired within 20 seconds. If you have in an audience with 120 recipients everyone has to pair in 20 seconds.

>>: Otherwise you will have --

>>SPEAKER: I will look like a watch salesman in other words.

I will touch on this very briefly. This is the aqua accessory Cochlear came out with. It is basically a swimsuit for your processor. You can wear it swimming, while in the lake, whatever.

It is nice. A lot of parents use it for kids when they are in the pool. They put it on so the kids can swim with it on and hear. Whereas before you had to take your processors off while in the water. It is pretty cool.

Some people use it if they are really really really excessive sweaters. They perspire a lot, they like to wear that. Such as athletes. Every user is different.

The processor alone is pretty strong resistance.

If you don't have that on and drop your processor in water. More than likely you can pull it out and dry it off and it will be fine.

That is designed if you are swimming through water. You are putting pressure on the microphone and it protects against the resistance of the water so it

doesn't damage the processor.

>>: Are you saying if you go canoeing and you would tip over and take a quick dunk in the water, you would be okay even without that is this

>>SPEAKER: Floating around against a rapid current -- if you are in the water real quick, you should be fine.

>>: What is the weakest point in the processor under water?

>>SPEAKER: Microphone. That is where the water can really get in.

Anything else?

>>: Keep in mind if the water is dirty and happens to drop in a river or something. Keep in mind it is not pure water and dirt can clog microphones too.

>>: What about the -- if you have the hybrid?

>>SPEAKER: You cannot use the acoustic component on the hybrid with the aqua plus accessory. You just take it off.

Laurel's point brings up another thought.

If your processor breaks and needs repair, call Cochlear.

If you outright lose a processor we will replace one time without questions.

>>: Can user clean the microphones, if not can the audiologist?

>>SPEAKER: You can change the microphone protectors, you can do it but if you are not comfortable ask the audiologist.

>>: If they get plugged they can get cleaned?

>>SPEAKER: The microphone is a filter and that is what you are changing.

Taking filter out and putting a new one in.

I didn't go through that process but there are specific instructions.

>>: You put on when your hair is wet?

>>SPEAKER: When you put processor on -- sure. When you put on processor when your hair is wet. Generally speaking it is okay. But be weary of it. If it has dirt and oils in the water you might want to be weary of that.

>>: Did you bring examples of what the microphone covers look like?

>>SPEAKER: Yes, I think I have them in here. Hmm, don't have one but this is what it looks like. Bad image but that is what they look like (Indicating) it will come in a baggy. There will be two tools, black tools to remove the microphone. You press in and turn 90 degrees and pull it out. That brown sleeve is what the mic protects are in.

There will be a sticky piece of paper and an arrow on the plastic strip. You slide it over and press it down and peel it off and you will get it. It is a simple process and again, I would reiterate every three months is pretty encouraged, highly encouraged.

>>: Can I say something bad

You are so loud to me that it is tire some but I don't understand what you are saying. If I use my remote, would that --

>>SPEAKER: You could turn down the volume on the remote.

>>: It doesn't seem to do anything.

>>SPEAKER: I would talk with audiologist and see if adjustment made on the remote to change the volume for you.

>>: I have a friend that has the plant and he says the land line they use, he has to use the speaker phone. Is that phone clip help that. I have an office phone I need to talk on?

>>SPEAKER: Land lines are different. Some land lines, I don't know the exact models, some hear better on land lines to their ear or speaker or

whatever. I don't have exact models for land lines but you can find the right one you can hear best with. Phone use is different for everyone as well.

>>: The phone clip helps?

>>SPEAKER: It helps with cell phone or something blue tooth. It will be very helpful.

We will connect and talk afterwards, we will make sure we have something for you.

It is not just you that thinks I am loud. I am a loud person. I come from an Italian family, I get it.

>>: Can you turn the volume down on this -- this piece?

>>SPEAKER: No. You have to do it on one of the two remotes. It is not like a hearing aid where you spin the wheel.

>>: I think it is good, I can hear you.

>>SPEAKER: We just have a couple more accessories you might get in your kid. This is more FYI than actually needing to know.

If you didn't get wireless accessories and wanted wire option instead. This is what they can be. (Indicating)

This main isolation cable would be wired alternative to TV streamer.

Bilateral and unilateral personal audio cable. You can plug that in to your processor using accessory port and you can deliver sound that way. It is just an FYI, mainly for people without N six or prefer not to use wireless accessory.

For retention some people use a snug fit. It is just an ear hook here that you can swap out with -- you can take off this ear hook by gently pulling it down.

Putting this one on and if you are doing something -- if you have a physical activity you are going to do or bending over a lot and you find it falls off. This is

a great retention piece. You would just put this on and bend this piece up and it will stay on it kind of hugs your ear.

>>: From personal experience, even in yoga my processor stays on. Even when you are upside down it works for me.

>>SPEAKER: And you have a lot of hair.

>>: Is that special order

>>SPEAKER: Special order depending on the kit. If you need to order it is like 30 bucks.

Alright, the last thing I want to point out, there are different processor covers, here if you are really really into decorating, there is standard colors that we have. I have regular ones to pass around. There is a gray one. Beige, mocha, black and we -- I don't have a white processor on here but we do have a white one too. You can match your hair color, whatever you want to do

>>: There is a website called skin it. You can get all kinds -- they have thousands of patterns that you can choose, they just stick on your processor and battery. They cost about \$15 if you really want to decorate your processor you can go to that website.

>>SPEAKER: There are children that have Superman logo or Batman on their processor. It is a really neat option.

>>: They have star wars, cartoon characters, anything you can think of. Thousands of designs.

>>SPEAKER: Becky and I were talking, you were looking for cheetah or leopard print.

Skinit.

At one point didn't the new processors come with a free skin it

>>SPEAKER: For the N five did you but for the N six I don't think so. You could probably use N five skin it on here as well. Good point, I forgot about that. That used to be a thing.

>>: I am old.

>>SPEAKER: We covered a lot today. I know. Just to reiterate, I went into detail about the tons of different options you have in your kit. It is not meant to be overwhelming at all. Find what is useful and take what you want and when you get your kit you will have an idea of what is in it.

If you need a refresh you are you can go to this website. [Cochlear.com/US/N6](http://Cochlear.com/US/N6)  
kit

>>: You will get a copy of the transcript if they signed in.

>>SPEAKER: Yeah. A copy of today's transcript too. Thank you.

>>: The rehab program, do you do it on your computer or is it --

>>SPEAKER: Programs for your processor you will work with our audiologist. He or she will set the programs for you.

>>: You don't need a computer to help you?

>>SPEAKER: No. For the mapping, no. That is where you go to audiologist.

>>: Rehabilitation

>>SPEAKER: You can go on line and use rehabilitation.

>>: No one can replace your audiologist, but when you have a question about how something works it is so valuable to sit down with someone who has been there before you. When I was trying to get my telephone clip, I was trying to understand how to use that, I sat down with an implant recipient who lived close to me and she walked me all through it and it was so helpful. Sometimes your

audiologist just isn't -- they don't live right next to you. You can't just get in like that.

>>SPEAKER: Absolutely. Great point.

We have a volunteer network you can leverage if you want to meet people one on one. Talk with any of us. Say I live in this area and is there anyone nearby. I will connect with both of you, I can also come meet with you. I drive a lot for work, it is what I do. Great point, thank you Becky.

Alright. This is the end of the presentation almost.

I just want to pass these out. I am seeing note of volunteering. If you are interested in being a cochlear volunteer. You can contact me or go sign up on the website. I will be meeting with you to help you get acclimated.

>>: I don't know if anyone knows, two weeks ago the night before I went to bed and -- the humidifier, the next morning it wouldn't turn on. It came off. I was kind of freaking out because I couldn't find it. I called and see if they had it backed up. They said no I had to call 800. I called there and ordered one. They said it would take 2 or 3 days to get it. I said I can't live without it, I need -- I went home that day and I looked everywhere and I found it on the lazy boy. So you can order three little hooks for \$27 so you have a backup. Otherwise if you lose them you won't get a new one for 2 or 3 days. The lady said you can call fed ex overnight. That cost more money. So you can order three for \$27 in case you lose it.

>>SPEAKER: Great point. It is always nice to be prepared and have an extra.

If you get a snugfit, use that until you get a hook.

I was talking about volunteering. I will pass these out if anyone is interested.

Also there is spread the word website. It is a website to help empower you.

They are all over there too. Thank you Sister June.

The last thing I will talk about is cochlear family. This is a membership, a free membership you can sign up for that is what I call the cochlear umbrella of all products and services under one umbrella.

The cochlear family, [cochlear.com/US/family](http://cochlear.com/US/family). I will pass these out in a magnet that talks about the benefits of it.

One of the benefits is my cochlear clinic. That is something I highly recommend signing up for.

When you sign in to cochlear family you automatically sign up for cochlear clinic. It will be on the brochures. If you signed up for clinic before you are already part of the cochlear family. If you have not inform gate through the cochlear website.

What this is, my cochlear recipients, this is your one stop shop for all things cochlear. It will have your home page, all your processors and accessories available so you can see the warrant information on it.

There will be a rehabilitation link you can click on that will take you to the communication corner which is the rehabilitation website.

There is a link on there where you can learn how to be a volunteer as well.

It is a very useful website.

There is also the cochlear store where you can order batteries or protectors or ear hooks, or you can call cochlear directly. It is a one stop shop for all things Cochlear. I will pass this out but know it is part of the cochlear umbrella.

The rehabilitation website as I was talking about earlier. This is called the communication corner. It is a new rehabilitation website we released. Those



that are recipients and know -- this is a new spin off. I will pass -- take one of these brochures as well.

Within this, this is the home page, you will pick adults -- obviously we are all adults here. You will click adult and it will help you, it will give you a quick survey to see where you are in your hearing journey and what you want out of it. It will help build a customized hearing program for you to practice.

One thing to note about Cochlear communication corner. This is something you will have to printout and practice with someone else.

It won't be a program you can go and do by yourself. The whole point of communication corner is stressing the importance of communication. It is a two-way street. It takes a partner.

The only automated program under this that you could use is telephone with confidence. I think I have a brochure over there. This is cool. If you want to practice hearing on the phone, what you will do is -- I have two copies, I will send out more. Telephone with confidence is a hot line you can call. You go to the website and there is a script you follow. Listen on the phone while reading a script to practice on the phone.

>>: Is your company the only company?

>>SPEAKER: We have advanced bionics and medal, we are the biggest.

The other two companies are advanced bionics and Metal.

>>: Is there a chance technology will get better?

>>SPEAKER: It always gets better. Sister June has an old, it is called N 22. Cochlear is committed to lifetime commitment making sure you hear your best throughout your life. We make processors backwards compatible. No matter what device you have, when the next processor comes out we will make it

backwards compatible with the same internal you have.

>>: So you can stay on the technology edge?

>>SPEAKER: As technology gets better you get better with it. That is only true with Cochlear as a company right now.

>>: As far as logging on for the family, can I do it or do I -- is there a way to share a log on with him?

>>SPEAKER: Great question. When you sign up you have to wait until you are a recipient because then your processor would be registered. You would share log in with him.

The last benefit I forgot to mention with the Cochlear family is you will have access to discounts and promotions and a wealth of tips and tricks to get the most out of your processor as well.

There is a lot of information under cochlear family including my cochlear for recipients. Leverage them. I am happy to help you as well.

I talked a lot, I know. Any questions? Regardless of what we talked about that you would like to have answered?

>>: He is scheduled June 24th and I sell -- my reunion is in Nashville. I would like to take him like the 19th of July. Do you think he would be able to go

>>SPEAKER: I would talk to your surgeon and audiologist. Typically you wait a month -- it could be 2 to 4 weeks. They will tell you when to come back in to be activated. I would talk with surgeon and audiologist.

>>: In terms of traveling. I had a family emergency after my surgery and I traveled, I flew three days after surgery. I talked to my -- Dr. Samy first and he cleared me to go.

>>SPEAKER: Exactly.

>>: Every patient has a different experience so you don't know if you will have medical side effects from the surgery. How your activation would go. There is not really a straight answer until it has unfortunately because everyone is different.

Good question. Thank you both.

>>: Any other general questions?

>>: I asked a little bit before, if I have a hybrid in one ear and later on if Medicare doesn't pay, can I just have a regular cochlear implant in the other ear?

>>SPEAKER: Yes. I would talk to your surgeon about that. He would make that call.

>>: They are compatible?

>>SPEAKER: Yes. Good question.

>>: I have a question for those of you who have an implant and wear glasses. I find that sometimes troublesome. Do you have to purchase -- when you pick out glasses do you have to look for something a little different.

>>: I do. I look for thin. I can't wear --

>>: I make sure this came back straight as possible. (Indicating)

>>: I got some of those new ones that were fatter. It doesn't work. I got blisters. I went back and got this.

>>: Look for light weight too.

>>: Thank you.

>>SPEAKER: Any others? I will be available afterwards as well as all the recipients in the room. Feel free to ask questions for anything you are looking

for. I will turn it over to Sister June.

(Applause)

>>: Next month we are not meeting in this room. We are meeting upstairs on the second floor. When you come in there is an elevator there. Dr. Samy will be here next month. We know the group is going to be larger than this. We won't be able to fit into the room so we will move upstairs. That will be in the communication that goes out and there will be people to make sure you get to the right room upstairs.

It is basically upstairs and across the hall. It is not hard to find. I just want to -- forewarn you, they are not meeting here. Upstairs.

Greg, Brian, MaryJo are available if you have questions one-on-one if you have questions L ever