

# hearalways

Newsletter

Issue Two  
October 2005

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Cochlear Recipient  
Advisory Group



Hear now. And always



Cochlear™



Assistive listening devices

# ListenUp

# Ten Years in China

Earlier this year, on 20th May, Cochlear celebrated its 10th anniversary of operations in mainland China. More than 160 leading surgeons and doctors, cochlear implant recipients, and hearing health professionals attended to help Cochlear celebrate this milestone.

The Ambassador of the Australian Embassy in China, senior executives of Cochlear and representatives from China Disabled Persons' Federation, China Medical Association and implant medical centres delivered speeches at the event.

The first cochlear implant surgery in China was performed in 1995, and since that time Cochlear's hearing implant technology has been helping profoundly deaf people in China improve their quality of life.

"When Cochlear entered the Chinese market in 1995 we were very much responsible for pioneering not only the cochlear implant market, but also the establishment of an audiological support network. This network is critical to ensure optimum results from a cochlear implant." said Mark Salmon, President, Asia Pacific Region, Cochlear Ltd.

"The Chinese market, while still developing, has matured significantly. We now have more than 2,000 Cochlear recipients in China and there is a high quality growing audiological support network."

With an estimated 3 million plus Chinese who suffer a profound hearing loss, Cochlear has only just scratched the surface of this very large market. As awareness and acceptance of the Cochlear Implant System increases day to day we hope to help a growing number of people walk out of the silence.

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Cochlear has designed cables for use with a wide variety of commercial FM systems. You will need to know the manufacturer of the FM system when placing an order for the cable. If you wish to access ear level FM technology, the recipient will need to have an Esprit 3G speech processor and purchase a "microlink adaptor".

Coming soon, the world's first design-integrated wireless FM receiver for a BTE speech processor. This state-of-the-art wireless FM receiver, available exclusively for Nucleus Freedom recipients, has been jointly developed by Cochlear and Phonak and will be available from Phonak distributors.

#### TV/Hi-Fi Cable

The TV/Hi-Fi cable provides direct coupling from the television set to the cochlear implant system. The microphone of the speech processor is still enabled so one can discuss the TV program with family and friends. The TV/Hi-Fi cable is for use with any mains powered audio output, such as, a computer or stereo. You will need to check the audio output of your television to determine if the loudspeaker on the TV will be disabled. If this happens you will need to get a TV technician to modify the output plug of your television. This will mean both the implant recipient and the family can watch TV together at comfortable levels for all.

Cochlear have a range of audio accessories available for use with their speech processors. These include FM cables, a TV/Hi-Fi cable, a personal audio cable, a lapel microphone and a telecoil.

#### FM Systems

An FM system is a mini FM (frequency modulated) radio. A microphone (worn by the talker) receives the speaker's voice and a transmitter "broadcasts" the voice to the FM receiver, worn by the recipient. The microphone of the FM system can be placed close to the sound source (i.e., the person speaking) using a small microphone, worn on a lapel or collar. FM systems are designed to improve the signal to noise ratio (i.e. make important speech louder than background noise). If a speech signal cannot be heard over background noise, it will not be understood. The greater the volume of the speech signal over the noisy background the better someone can understand a spoken message. FM systems are often used by children in the school setting to improve their ability to hear the teacher's voice in the presence of classroom noise. Adults may find FM systems useful in small meetings, at lectures, and on various tours. Both body worn and ear level FM systems are commercially available. FM systems are usually purchased or issued by hearing aid providers.

#### Personal Audio Cable

The personal audio cable is for use with stereo 'walkmans' or MP3 players, such as an iPod. This allows direct coupling of a personal audio system to the speech processor. The microphone of the processor is still enabled, so the recipient can hear environmental sound around them. If they wish only to hear the sounds of the iPod reduce the sensitivity to 0.

#### Lapel Microphone

The lapel microphone is useful for helping to troubleshoot the speech processor microphone. It also proves to be helpful in situations where the recipient may want to hear sounds from all around them. Some adult recipients will place the lapel microphone on the edge of a glass placed in the middle of the table to better pick up sounds from across the table. When travelling in a car, some recipients will place the lapel microphone on the seatbelt of their passenger or driver to increase their ability to hear speech over the background road or wind noise.

#### Telecoil

A telecoil is an induction coil. The telecoil can be used in any setting that provides an induction loop assistive listening system. In such a system, a loop of wire around a room (or under a rug) produces an electromagnetic

field which is picked up by the telecoil. A loop system provides direct audio input via a telecoil into the speech processor. Loop systems are readily available in public halls, churches, movie theatres and concert halls. Public places, which are "looped", will usually have a blue ear with a slash on display.

The telecoil can also pick up the electromagnetic signals emanating from a neckloop that are placed around the neck. These are plugged into the earphone jack of FM and infra-red receivers and used with personal and large-area assistive listening systems. Telecoils are available for most Cochlear speech processors, with both the Esprit 3G and the Freedom speech processor having an inbuilt telecoil.

If you would like more information about these accessories, or would like to make a purchase please contact your clinic or Cochlear Customer Service on 1800 620 929 (Australia) or 0800 800 989 (New Zealand) or you can email us at [customerservice@cochlear.com.au](mailto:customerservice@cochlear.com.au).

## I'm a Cochlear Kid Winner Announced

Congratulations to Matthew Ford, aged 9 from Townsville. Matthew was the winner of our 'I'm a Cochlear Kid' competition and we thank him very much for taking the time to create and send in his wonderful drawing.





# Daily checks for your speech processor

Each day, you should do a check of the functioning of your or your child's processor. Each speech processor has either inbuilt troubleshooting functionality or accessories for troubleshooting. If you are unsure ask for an update from your clinician.

## **SPrint and Spectra speech processors**

Every body worn speech processor (Spectra & SPrint) has built in indicator lights to aid in troubleshooting the microphone input. A flashing red light is located on the top of the processor and indicates if the microphone is picking up sound (it will flash to the rhythm of your voice). There are also in built coil checks, which work by placing the headset coil against the back of the speech processor at the top. For the Spectra a "C" light illuminates when the coil is working and for the SPrint, an "i" symbol shows up in the lower left corner of the LCD display. For the microphone input to function the long headset cable needs to be working as well as the microphone. For the coil check to work, the long and short headset cable and the coil need to be functioning.

## **ESPrIt 3G, ESPrIt, & ESPrIt 22 speech processor**

If your partner or child has an ear level speech processor, you can check the function of the microphone by using monitor earphones. These plug into the accessory adaptor (ESPrIt 3G) or come with an audio shoe (ESPrIt 22 and ESPrIt). The sound input you hear through the monitor earphones should be clear and free of static. If the sound is distorted or crackling you should contact your cochlear implant clinic to have the microphone checked. The sound heard via the earphones is not the sound your child or partner is hearing. You will hear pre-processed sound.

The integrity of the coil and transmitting cable can be confirmed by using the signal check accessory. This should be placed over the coil (while being worn by the recipient). A red light will shine on the signal check if the coil is transmitting a signal.

## **Freedom speech processor**

The Freedom speech processor features in-built help (H) messages that illuminate on the LCD display if there is a problem with the functioning of the processor. If the indicator light is activated for your program, the light will flash in a steady pattern indicating that a help (H) message is present.

The help (H) messages are: H1: flat battery (batteries will need to be changed immediately), H2: low battery (batteries will need to be changed shortly), H3: coil error (check coil position, check cable connections, swap cable), H4: audio error (sound input has stopped – check the microphone cover and increase the sensitivity), H5: program corrupted (switch processor off and back on to find a non-corrupt program location). If you have any doubts about how to manage the error message either refer to your user manual or contact your implant clinic.

In order to retain the splash proof state of the speech processor the protective covers of the Freedom speech processor need to be monitored and replaced.

The microphone cover, which is lined with Gortex, will need to be replaced about every two months dependent on relative humidity and exposure to moisture. If you find you are receiving shorter battery life than normal in your BTE speech processor, you may need to clean the protective cover found on the bottom of the Battery Holder. To do this you will need to remove the batteries, place the holder into warm soapy water, rinse and then dry thoroughly. If cleaning the Battery Holder and cover does not improve the battery life you will need to replace the protective cover.

Like the other processors, monitor earphones are available for use with the Freedom. You can check the function of the microphone by using monitor earphones. These plug into the accessory socket located on the bottom of the Freedom. The sound input you hear through the monitor earphones should be clear and free of static. If the sound is distorted or crackling you should contact your cochlear implant clinic to have the microphone checked. The sound heard via the earphones is not the sound your child or partner is hearing. You will hear pre-processed sound.

**Your speech processor should work well, even when used in very cold or hot outdoor temperatures. Do not wear your speech processor while bathing or swimming. If your speech processor gets wet, wipe it dry and place it in a dry aid kit, such as the Dry & Store, for at least twelve hours. If it then does not work, return it to your cochlear implant clinic. Cochlear cannot guarantee that they will be able to repair any water-damaged part. Avoid getting sand or dirt into any part of the system. If this happens, shake out as much as possible and if necessary contact your clinic to arrange for its repair.**

**By performing regular maintenance checks of the speech processor, you can have confidence that your or your child's processor is functioning to its optimum. So remember, dry your speech processor each night and do a quick check of the processor daily!**



# Where are you?

## Cochlear Competition: Would you like the chance to win a year's worth of IMPLANT batteries?

For your chance to win, simply email us at [hearalways@cochlear.com](mailto:hearalways@cochlear.com) with your current address and contact details and you will go into the draw to win a year's worth of batteries!\*

We need your up-to-date information to\*\*:

- Better support your use of Cochlear's products and services, including your warranty rights.
- Manage the maintenance and development of Cochlear's products and services.
- Enable product tracking if required.

Without this information Cochlear may not be able to effectively support and manage its products and services. It is very important that you contact Cochlear and your clinic to advise them of changes in personal details.

So, if you or your clinic contacts Cochlear with changed details, you will be entered in a draw for 300 cells of the Varta power one IMPLANT plus batteries, which should provide you with a year of consistent battery performance and long battery life.\*

\* Conditions of draw  
The draw will include all recipients who forward advice of change in contact details or address prior to 1 June 2006. The offer is for 300 cells of the Varta power one IMPLANT plus batteries. Estimates on Varta power one battery life range from 20-205 hours across low and high rate users of the ESprit 3G. Batteries will have at least 18mths prior to expiry, at the time of the draw and will not be accepted for refund or exchange by Cochlear Ltd. The value of the batteries is not redeemable for cash and the offer is not transferable.

\*\* For more information on how Cochlear manages privacy, please read Cochlear's Privacy Policy at [www.cochlear.com/324.asp](http://www.cochlear.com/324.asp) or email us at [hearalways@cochlear.com](mailto:hearalways@cochlear.com) for a copy.

## We'd love to hear from you

If you have a question regarding other products available for use with your cochlear implant system, or would like to provide input to the Hear Always Newsletter, please contact [hearalways@cochlear.com](mailto:hearalways@cochlear.com).

## Winner announced: Graeme Clark 2005 Scholarship

**A Sydney University student who credits his cochlear implant with enabling him to attain the high marks needed for acceptance into a Medical Sciences degree, has been awarded a three-year scholarship to help pay his way through university.**

Sydney University student Aaron Payne, 19, is the 2005 winner of the Graeme Clark Scholarship Award – a prestigious international scholarship that honours the Australian inventor of the multi-channel bionic ear.

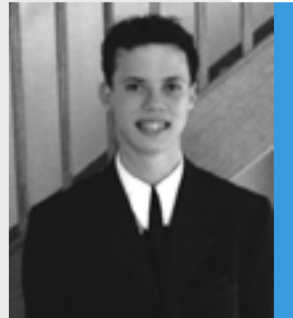
Born profoundly deaf Aaron was diagnosed as deaf at six months and relied on hearing aids, until at age 17 – a critical time in his secondary studies – he realised his hearing had deteriorated to the extent where hearing aids no longer enabled him to hear.

Aaron was then implanted with Cochlear's Nucleus cochlear implant system and experienced a level of hearing he had never been able to achieve through hearing aids.

"It allowed me to participate in classroom discussion in a way I never really had before," Aaron said. "It was always difficult when I heard sounds coming from all different directions. With my implant I could finally fully follow what was going on."

Despite his profound deafness Aaron and his family never accepted he should have different goals to children with normal hearing ability. At school Aaron was dux several times and was an awarded public speaker and debater. Aaron regularly uses his public speaking skill to engage parents of deaf children and help them come to terms with their child's difference through seminars at Sydney's Shepherd centre – a centre aimed at helping deaf children.

The Graeme Clark Cochlear Scholarship, funded by Cochlear, was established in 2002 to assist people with cochlear implants to undertake tertiary studies.



2005 winner of the Graeme Clark Scholarship Award  
Aaron Payne

## Turn up the volume

**Special Product Promotion –  
To further enhance the use of your cochlear implant system we're pleased to be able to offer two special promotions in this issue of Hear Always:**

### Promotion 1:

The Cochlear TV/Hi-Fi Cable is designed to be used with mains powered devices (rather than battery powered devices). It features a personal volume control that allows you to listen at one volume while others in the room can hear at another.

The standard RRP for the Cochlear TV/Hi-Fi cable is A\$164 (for Spectra, SPrint, ESprit 22, ESprit 3G) and A\$175 (for Freedom), however for a limited time we will make these available to you for A\$147 (for Spectra, SPrint, ESprit 22, ESprit 3G) and A\$157 (for Freedom) representing a 10% discount.

### These special offers are available until 15 December 2005.

To order the Cochlear TV/Hi-Fi Cable and the Cochlear Personal Audio Cable please call Cochlear Customer Service on 1800 620 929 (Australia) or 0800 800 989 (New Zealand). Alternatively you can place an order with your clinic and mention the Hear Always special.

### Promotion 2:

The Cochlear Personal Audio Cable allows you to connect directly to personal MP3 players, such as an iPod, and to walkmans. To hear your music more clearly we are offering the Personal Audio Cable at a discounted price for a limited time.

The standard RRP for the Cochlear Personal Audio Cable is A\$55 (for Spectra, SPrint, ESprit 22, ESprit 3G) and \$A99 (for Freedom), for a limited time we are offering a 10% discount on this cable making the special price A\$49 (for Spectra, SPrint, ESprit 22, ESprit 3G) and \$89 (for Freedom).



Hear Always:  
electronic version



**In the interest of saving our trees we have created an electronic version of the Hear Always newsletter.**

If you would prefer to receive the newsletter in an electronic format please go to [www.cochlear.com/newsletter](http://www.cochlear.com/newsletter) where you can provide us with your email address. The newsletter will continue to be distributed on a quarterly basis.



## Cochlear's bear necessities

**Our gorgeous Cochlear Teddy Bears need to find someone to look after them. With their own cochlear speech processor we usually find that the Cochlear Teddy Bear develops a great friendship with children who understand their special needs – either because they have a cochlear implant themselves, or have a close member of the family with a cochlear implant.**

The Cochlear Teddy Bears come with either a body worn or ear level speech processor and are extremely soft and huggable.

With Christmas just around the corner please help our bears find a loving home.

To order a Cochlear Teddy Bear please call Cochlear Customer Service on 1800 620 929 (Australia) or 0800 800 989 (New Zealand). The cost of the Cochlear Teddy Bear is A\$44.

# Join the Cochlear Recipient Advisory Group

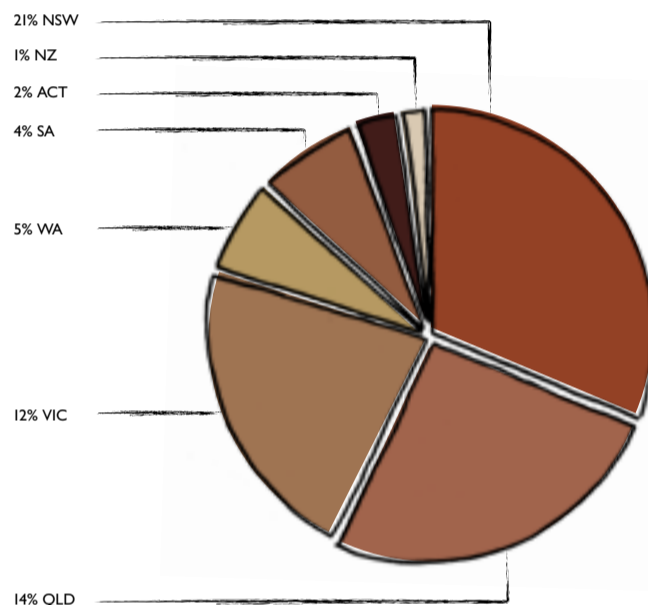
**In the first issue of the Hear Always newsletter we invited people to join the Cochlear Recipient Advisory Group. We had a fantastic response with 59 people putting their hand up to join the group.**

The Cochlear Recipient Advisory Group provides you with an opportunity to share your ideas on new products that may improve your everyday experience. On an ongoing basis, we will require the input of recipients for help with the development of new products and services. We would also like to develop a group of recipients who would be willing to be contacted periodically, with an invitation to meet, or respond to an email or mail survey.

Clearly, our recipients have the best practical understanding of our products as you live and listen with your cochlear implant system each day.

If you are interested in being part of this group please contact Loretta Marchegiani on [hearalways@cochlear.com](mailto:hearalways@cochlear.com) or on 61 2 9428 6555.

Current representation by State/Country



For further information on Cochlear and its products and services visit [www.cochlear.com](http://www.cochlear.com) or contact your local Cochlear office or distributor.

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