

Hear now. And always



Albany HLAA Meeting

April 15th, 2026

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Event Agenda –

- New Technology
- Accessories
- Recipient Support
- Upgrading Your Processor
- Q&A



Audience Meet & Greet

- How many of you use a cochlear implant?
- How many of you wear hearing aids? Or have a loved one with hearing aids?
- How many of you have single-sided deafness, where you have lost all the hearing in one ear?
- How many of you are bone conduction users?



Hearing Aid Check

Are hearing aids not enough for you?

When you first got hearing aids, they may have been the best solution. But are they still now?

Designed by an independent research body, National Acoustic Laboratories (NAL), this simple Hearing Aid Check will compare your performance with hearing aids to people with a cochlear implant.

The results will reveal if you should consider other options for better hearing.

[Get started >](#)



www.cochlear.us/check



Hear now. And always

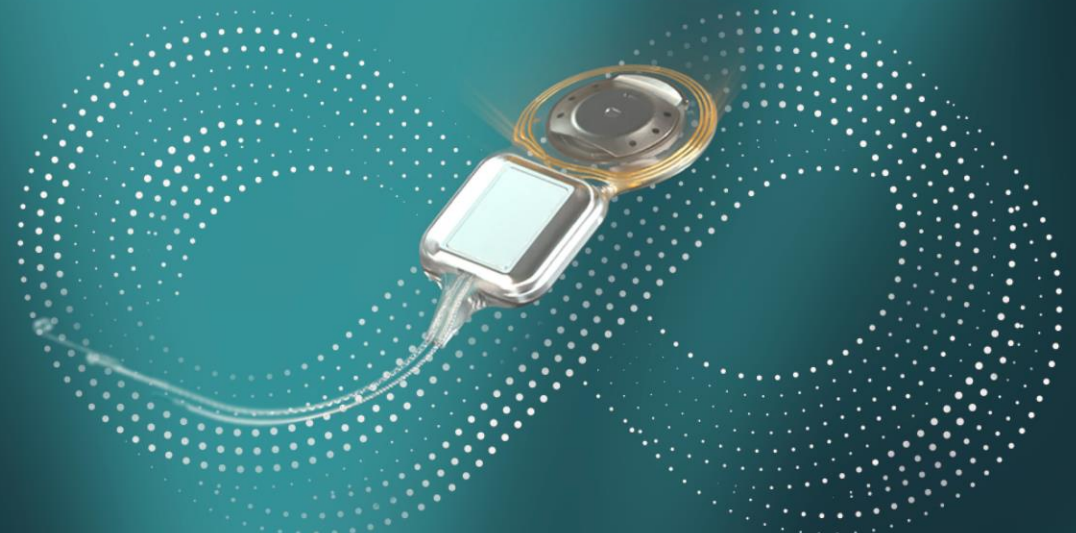


The Cochlear™ Nucleus® Nexa™ System – Internal Implant

Cochlear™ Nucleus® Nexa® System

The **future** of hearing. Delivered **today**

Introducing the **world's first**
smart cochlear implant system*^



Nucleus Nexa
Implant



Off-the-ear
Kanso 3 Nexa
Sound Processor

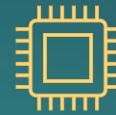


Behind-the-ear
Nucleus 8 Nexa
Sound Processor



Nucleus[®] Nexa[®] System

The world's first and only smart cochlear implant system^{* ^}



Ready for the future

Upgradeable firmware



The world's smallest sound processors with all day battery^{1-3^~}

Dynamic Power Management^Δ

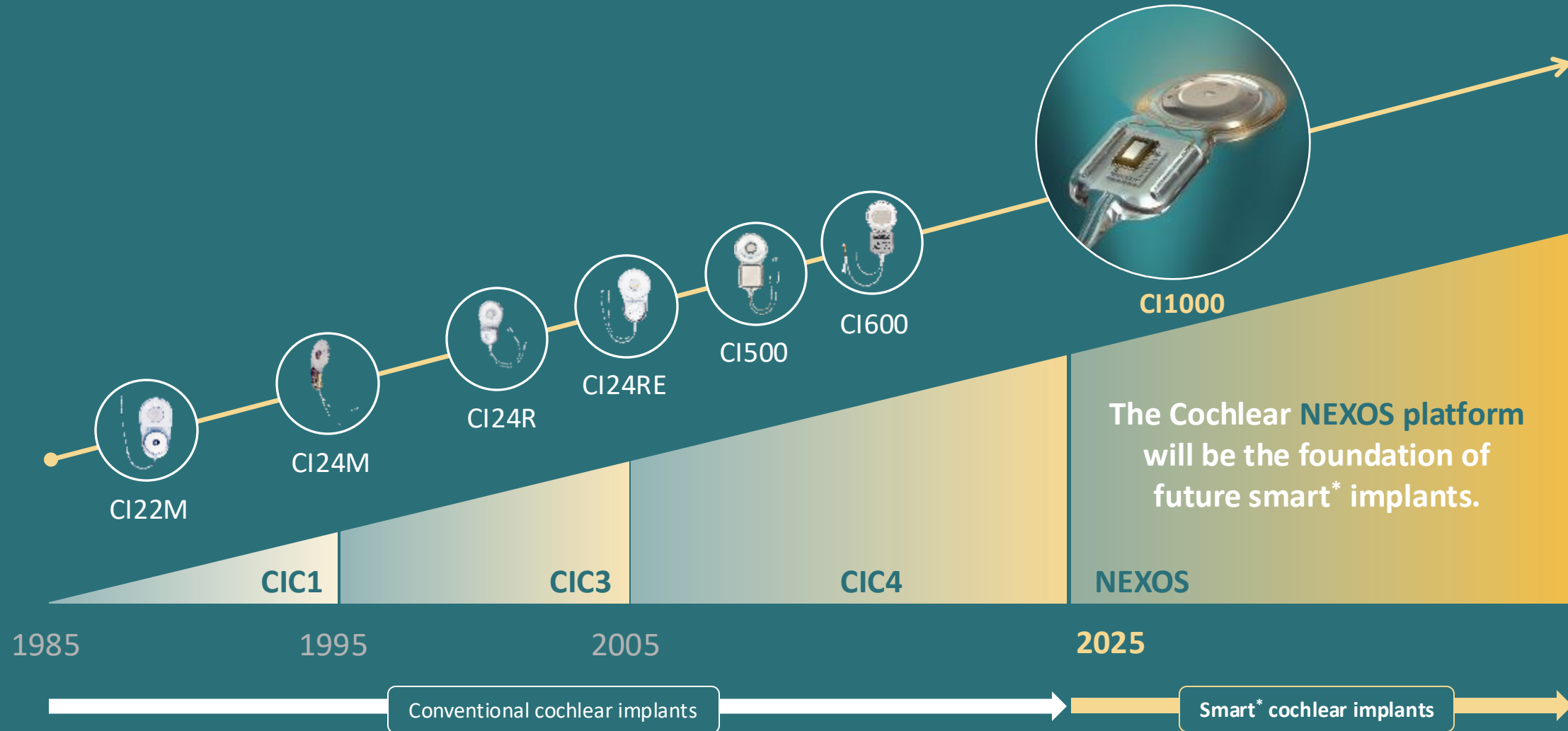


Get back on air quickly

MAPs on the implant^Δ

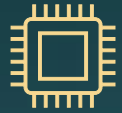
Backed by Cochlear's 40+ years of proven reliability and technology leadership.

The Nucleus Nexa Implant will introduce the world's first and only generation of smart implants*[^]



The Cochlear NEXOS platform will be the foundation of future smart* implants.

The benefits of upgradeable firmware



Firmware is responsible for carrying out the core functions and smooth running of a device.⁴



Embracing firmware updates allows you to make the most of your existing hardware and keep up with the ever-changing technology landscape.⁴



Examples of devices that currently receive firmware updates to improve performance include smart phones, electric cars, and medical devices such as pacemakers and blood glucose monitors.



Cochlear NEXOS Chipset

Upgradeable Firmware



Learn more about possible implant firmware updates

Introducing the Power Compact battery

The world's smallest and lightest sound processor
with all day battery life^{1,3~}



Meeting the needs of
power, size and comfort~



9%
Smaller^{1,3~}



12%
Lighter^{1,3~}



All day battery
life^{1,3~}



Smallest and lightest + all day battery life^{1,3,5,6~}



Nucleus 8 Nexa Sound Processor is the **world's smallest & lightest** behind-the-ear sound processor with all day battery life^{1,3,5,6~}

Dynamic Power Management^Δ + the NEW Power Compact Rechargeable battery

Smallest and lightest

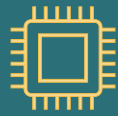


Kanso 3 Nexa Sound Processor is the **world's smallest & lightest** rechargeable off-the-ear sound processor³

Dynamic Power Management^Δ enables the world's smallest sound processors with all day battery life^{1-3~}



Smart Sync



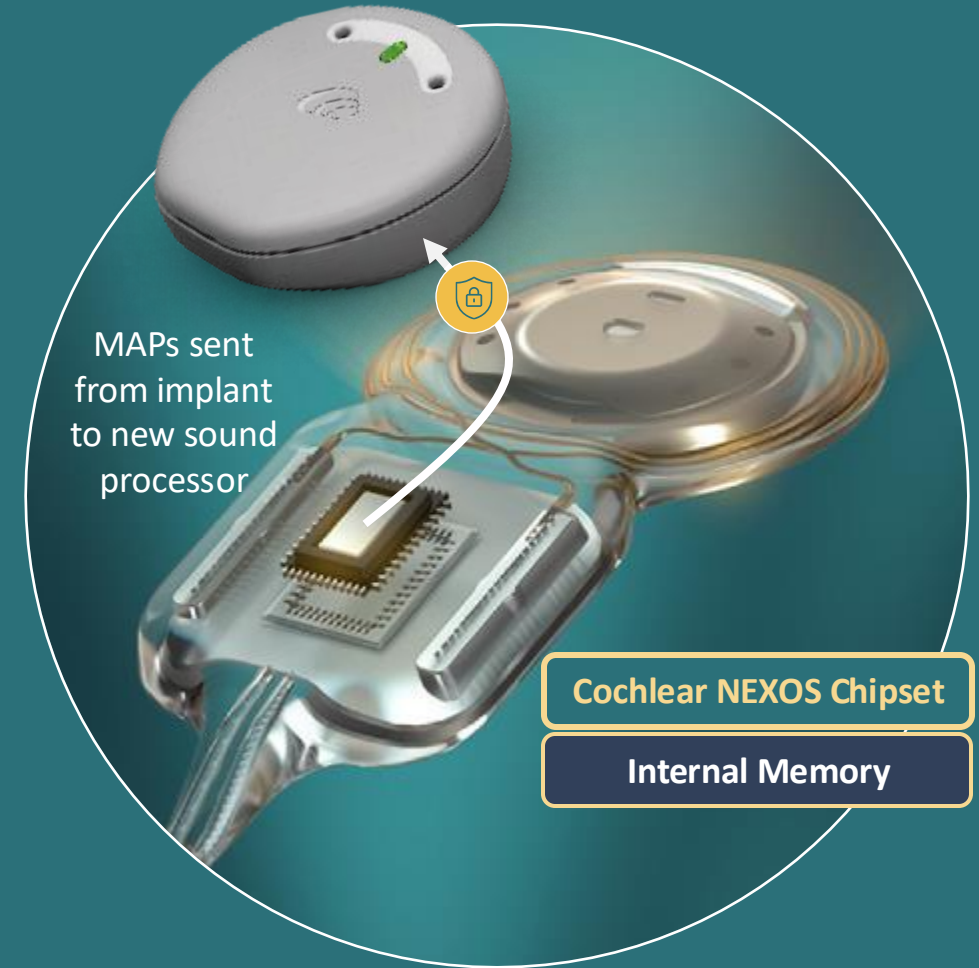
Cochlear NEXOS
Chipset



Internal
Memory

With you or your loved one's MAPs securely stored on the world's first and only smart^{*^} cochlear implant's internal memory, setting up a new or replacement sound processor is quick and easy.

Smart Sync will automatically copy and synchronize MAPs stored on the implant onto a new sound processor so **your can get back on air quickly.**



Implant reliability

The CI1000 implant is built on the proven reliability record of the Profile™ and Profile™ Plus Series Implants.



Same implant body and electrical feedthrough as the CI500/CI600 Series



Same magnet as the CI600 Series



Same electrodes as the CI500/CI600 Series



Manufactured using the same equipment and processes as the CI500/CI600 Series

Choose without compromising on features



Nucleus 8 Nexa
Sound Processor



Feature parity



Nucleus Kanso 3 Nexa
Sound Processor



NEW



Hear now. And always



The Cochlear™ Baha® System

Baha 7: Small Never Sounded this Powerful

Powerfully small and better connected, the Baha 7 Sound Processor is designed to provide the most clear, rich, and natural sound possible.^{^,9,10}

Features:

- Packed with power for hearing loss up to 55 dB SNHL*
- Offers direct streaming from compatible Apple® and Android™ devices**
- Control your hearing experience conveniently from your smartphone
- First in bone conduction to enable Bluetooth (R) LE Audio and Auracast (TM) broadcast audio streaming capabilities



Baha 7 Sound Processor



[^] Based on the Baha 6 Max Sound Processor, using the same technology as the Baha 7 Sound Processor.

*SNHL means sensorineural hearing level.

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

Streaming, as easy as it should be

- Bluetooth® LE Audio Accessories send sound directly to your sound processor.
- With **OneTouch Pairing**, patients can pair easier. Once paired, **AutoStreaming** will automatically connect to paired devices within range.
- Supports Bluetooth® LE Audio with Auracast™*, enabling users to access the latest in wireless audio streaming.

Experience Bluetooth® LE Audio Accessories



The Baha 7 Sound Processor is the latest in Cochlear's range of Baha sound processors, with industry-leading connectivity.⁹

*Auracast™ broadcast audio capability is subject to third-party adoption of the Auracast protocol.

Hear now. And always



Accessory Options to Fit Your Lifestyle

Aqua+: Stay safe in saltwater

Several of our sound processors have the optional Aqua+ accessory which allows your sound processor to stay safe when snorkeling, surfing, or doing other saltwater activities.

- Can be submerged up to 10 feet for 2 hours*



Aqua+ for the
Nucleus 8 Nexa
Sound Processor



Aqua+ for the
Kanso 3 Nexa Sound
Processor



Aqua+ for Osia**

*The Cochlear Nucleus 8 Sound Processor is dust and water resistant to level IP68 of the International Standard IEC60529. The Nucleus 8 Sound Processor was tested to a depth of up to 1 meter for up to 1 hour. The Nucleus 8 Sound Processor with Aqua+ is dust and water resistant to level of IP68 of the International Standard IEC60529 when you use a Cochlear Power Extend Rechargeable Battery Module or Cochlear Compact Rechargeable Battery Module. The Nucleus 8 Sound Processor with Aqua+ can be continuously submerged under water to a depth of up to 3 meters for up to 2 hours. The Aqua+ accessory should be used when participating in prolonged water activities. Refer to the relevant user guide for more information.

The Kanso 3 Sound Processor is dust and water resistant to level of IP68 of the International Standard IEC60529. The Kanso 3 Sound Processor with Aqua+ is dust and water resistant to level of IP68 of the International Standard IEC60529. This water protection rating means that the sound processor with the Aqua+ can be continuously submerged under water to a depth of up to 3 meters (9 feet and 9 inches) for up to 2 hours. The Aqua+ accessory should be used when participating in prolonged water activities.

**The Cochlear Osia 2 Sound Processor is protected against water to level IP52 of the International Standard IEC60529 and IP57 with the battery compartment removed. The Cochlear Osia 2 Sound Processor with Aqua+ is dust and water resistant to the level of IP68 of the International Standard IEC60529 when used with LR44 alkaline or nickel metal hydride disposable batteries. This water protection rating means that the sound processor with the Aqua+ can be continuously submerged under water to a depth of up to 3 meters (9 feet and 9 inches) for up to 2 hours. Refer to the relevant User Guide for more information. In the United States and Canada, the Osia System is indicated for children ages five and older.



Convenient Control with Smart Apps

If you prefer to monitor your device information from your smartphone, Cochlear offers Smart Apps* designed to provide you with a convenient and easy way to tailor your hearing to your personal preferences

With Smart Apps, you can easily:

- Change programs or volume
- Check battery life
- Get help finding your sound processor if you misplace it
- Start wireless streaming



True Wireless™ Devices

Cochlear's True Wireless accessories are compatible with the Nucleus 8 Nexa, Kanso 3, Osia 2 and Baha 7 Max Sound Processors

These are **optional accessories** that connect seamlessly to your lifestyle and help **enhance your hearing experience** in challenging situations like talking on the phone or watching TV.

Great for noisy environments like restaurants or church.

Experience True
Wireless Freedom



Hear now. And always



MRI

Hear now. And always



Recipient Support

Onboarding Group Education

Getting Started *(Adult/Peds/CI/BC)*

- Equipment overview, care/maintenance, Cochlear account, services

Hearing Rehabilitation *(Adult CI only)*

- Strategies for listening with your new device, Cochlear Rehab resources, self-advocacy

True Wireless Accessories & Nucleus Smart App *(Adult/Peds/CI/BC)*

- Pairing & streaming to accessories & NSA control

Prepare for Remote Care *(Adult/Peds/CI/BC)*

- Demonstration of Remote Check for Nucleus devices and Remote Assist for Nucleus and Baha 6 Max



Document Camera View



Contact Device Support

● Available



Talk on the phone

We're here to help. Call now to speak with a customer support team member.

 **877-651-7001**

8:00am-8:00pm ET Mon to Fri
10:00am – 22:00pm Sat

● Online



Chat online

Let's get your issue resolved. Chat with one of our customer support team members now.

Start chat >

10:00am-7:00pm ET Mon to Fri



Submit your sound processor for repair

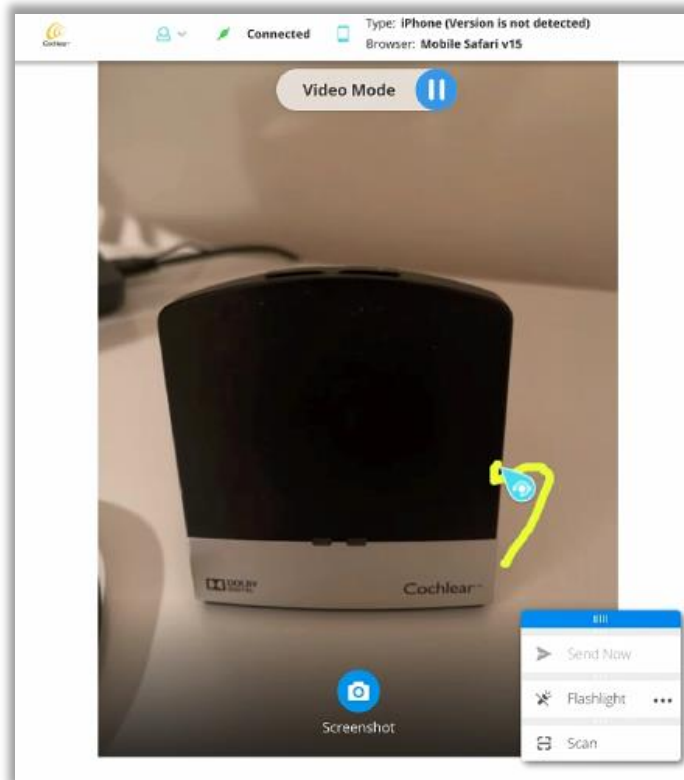
Log in, confirm your details and we'll organize your repair.

Submit request >

support.cochlear.com / 800-483-3123

Device Support

- No appointment needed
- Extended hours
- Issue replacements
- Advanced tools



Through Virtual Assist

Patient receives **text link**, enabling them to **share their phone screen** for app troubleshooting or they can **share their rear camera** for device troubleshooting.

Hear now. And always



Upgrading Your Processor

Why Consider an Upgrade?

40 Years of Innovation



Kanso[®] 3 Sound Processor

Matching features with the Nucleus 8 Sound Processor to fit your preference



Nucleus[®] 8 Sound Processor

Significant improved hearing in noisy environments such as bars and restaurants compared to previous sound processors¹



Baha[®] 7 Sound Processor

35% more clear sound than the Baha 5 Sound Processor for more natural hearing^{2*}

What does eligibility mean?

Insurance will cover all or part of the cost for a new sound processor (depending on your plan)[†]

When are you eligible?

When you meet one or more of the following criteria:

- Your warranty has expired
- A new device can show hearing improvements
- Your current processor is beyond repair
- Your device is at the end of its' useful life, usually at 5 years of continual use[†]

**Average
Out-of-Pocket
Cost** **\$2,000 to \$3,500**

[†]Contact your insurance company or local Hearing Implant Specialist to determine your eligibility for coverage

What to Prepare for an Upgrade

What we will need from you

Reason for the upgrade

Insurance Information (Provider, Member ID)

Clinic Name

Audiologist Name

Doctor or Surgeon Name

Assignment of Benefits

Order Form



Insurance Upgrade Requirements

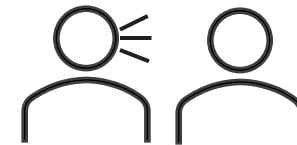
Insurance generally requires a **medically necessary reason** to cover a new sound processor.[†]

Talk to your clinic about your **hearing in everyday life.**

[†]Contact your insurance company or local Hearing Implant Specialist to determine your eligibility for coverage

Reestablishing Care

Ask your clinician about the best way to have the conversation regarding upgrading.



How to Start Your Upgrade



Call



1-800-483-3123

Email



upgrade@cochlear.com



Cochlear[®]

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www.cochlear.com


Key Contacts and Resources

Brittany Dunn

Recipient Solutions Manager

Email: bdunn@cochlear.com

Booking link: www.cochlear.us/RSMNortheast



Cochlear®
Recipient Solutions
Getting started with your device

Brittany Dunn
Recipient Solutions Manager
E bdunn@cochlear.com

Schedule an appointment at:
www.cochlear.us/rsmnortheast

I am here to help you feel more confident with your Cochlear™ technology

1 Schedule a virtual appointment

Scan the code or visit: www.cochlear.us/rsmnortheast

Follow the prompts to schedule a session. Complete questions and click "Done" to finalize.



Appointment date: _____

Appointment time: _____

Appointment type:

- Getting started
- Hearing rehabilitation
- Wireless accessories and Smart App

2 Check your email

You will receive a confirmation with your meeting link. We will meet via Microsoft Teams. Closed captioning will be provided.

3 Join the virtual appointment

Five minutes prior to your appointment, click on the link in your confirmation email to join using your computer, tablet or smartphone.

If you need sound processor troubleshooting support, please chat on our website: <https://support.cochlear.com>