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# Study Device

May 2014 – June 2015

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**Project acronym:**
SHiEC

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**Authors:** Birgit Philips

**Contributors:** None

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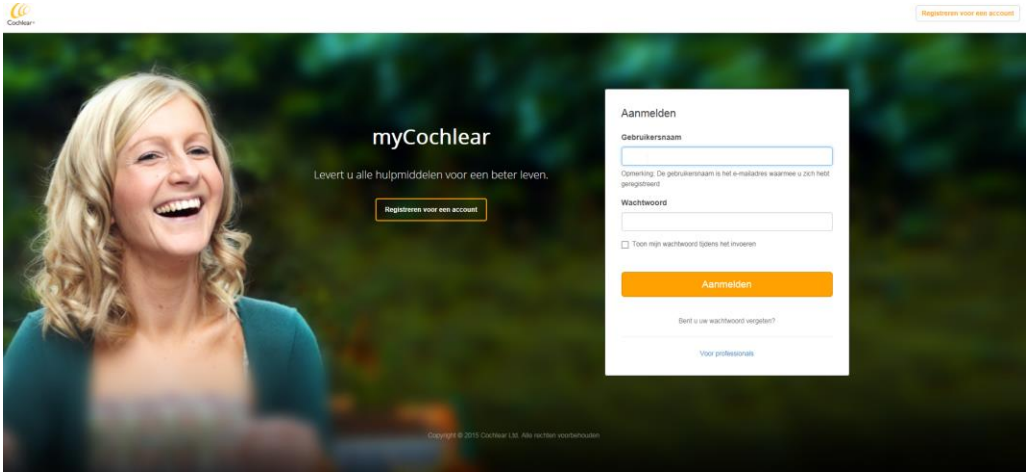
# 1 Introduction

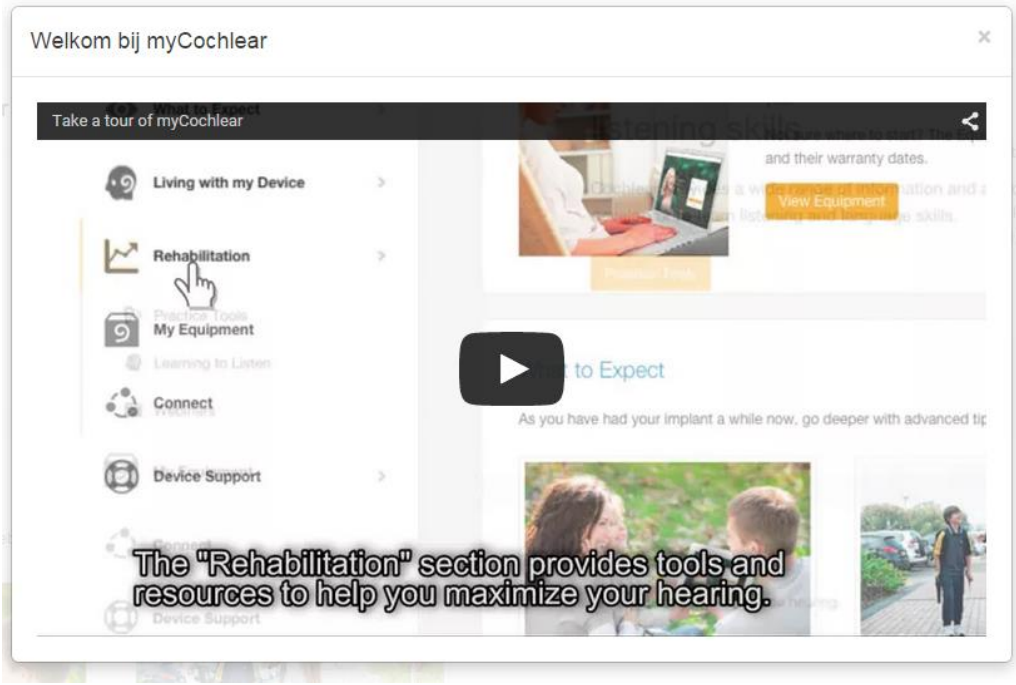
The myCochlear Recipient Portal is a secure portal delivering personalized content and services to support the optimization of CI use in elderly cochlear implant (CI) recipients.

This document gives an overview of the online information available for a myCochlear user.



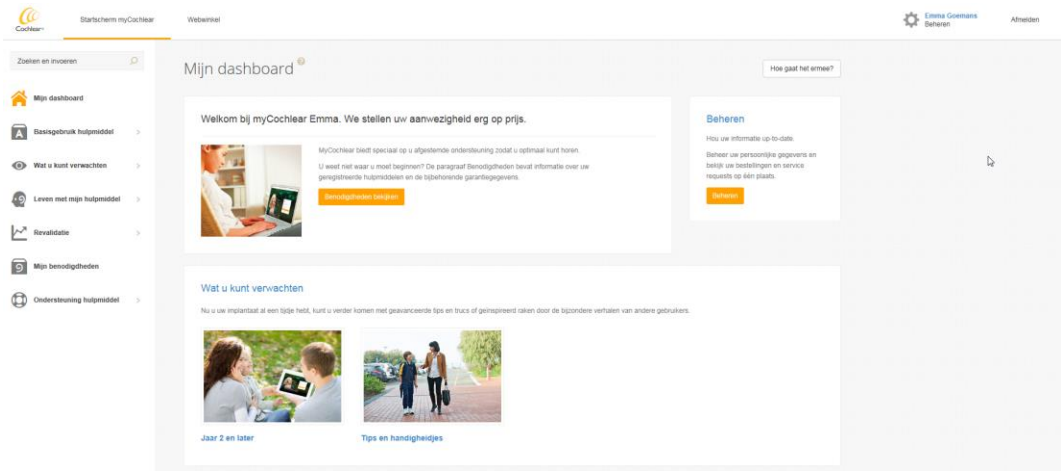

# 2 Welcome video

Before getting started with myCochlear, one can choose to have a look at a welcome video (3 minutes).



# 3 Overview – myCochlear recipient home (dashboard)

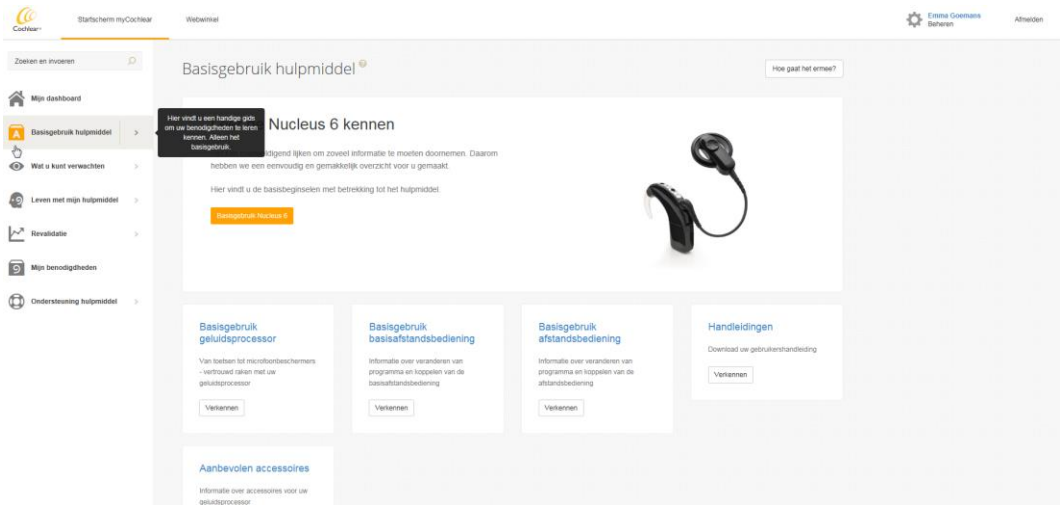
This dashboard is the landing page after the myCochlear user has successfully logged in. This page is personalized based on the recipient's most recent sound processor and stage of journey. It contains links to important areas within the myCochlear portal.




# 4 Device basics

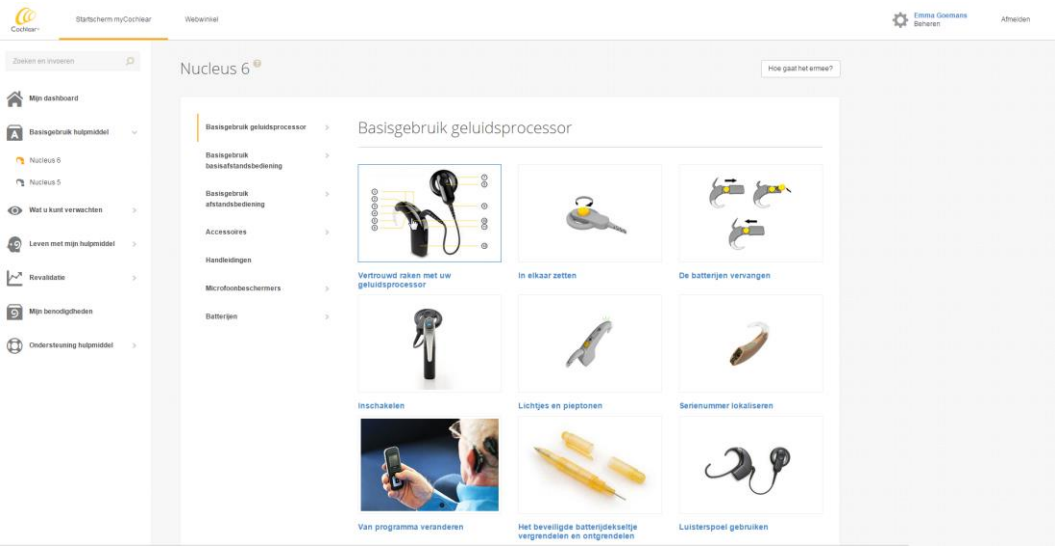
Within the section 'Device basics', handy information for CI recipients about the basics of their equipment is shown by means of video clips and user manuals. Furthermore, information about accessories that can be helpful in daily situations (waterproof options, battery options, connecting to TV…) can be found here.

## 4.1 Overview of Device Basics

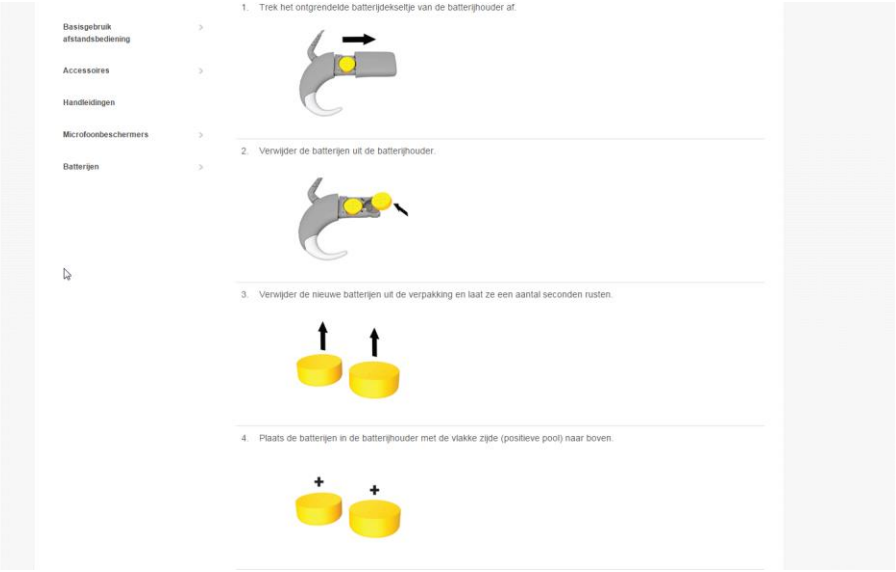


## 4.2 Basics Sound Processor

Within this section videos and step-by-step instructions can be found regarding their speech processor. Hence older CI recipients can perform troubleshooting by themselves without having to contact the clinic or their relatives.

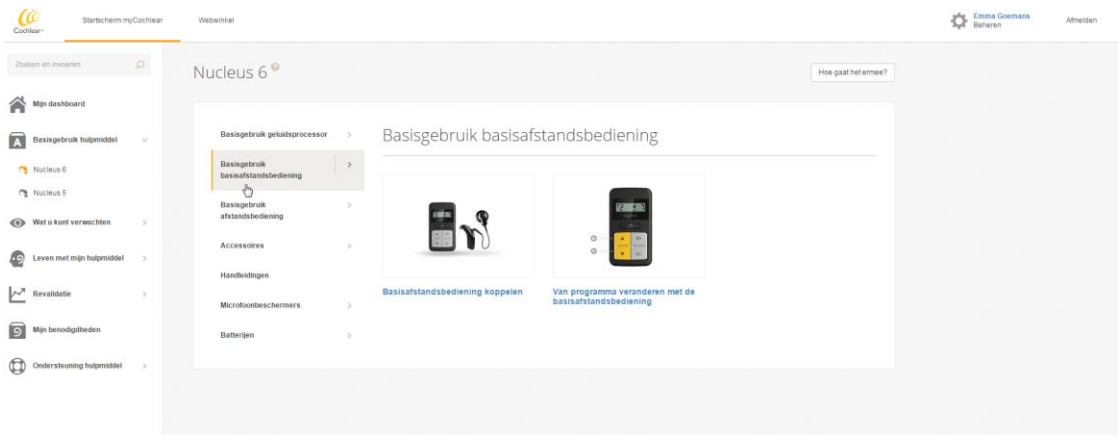



Below, an example of a step-by-step instruction (here: how to change your disposable batteries) can be found.



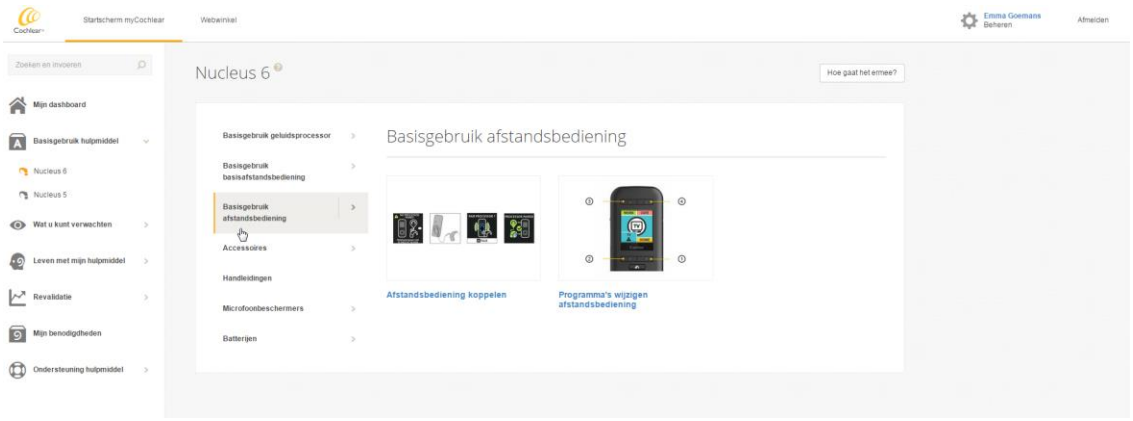

## 4.3 Remote Control Basics

This section gives an overview of the remote control by means of helpful videos.

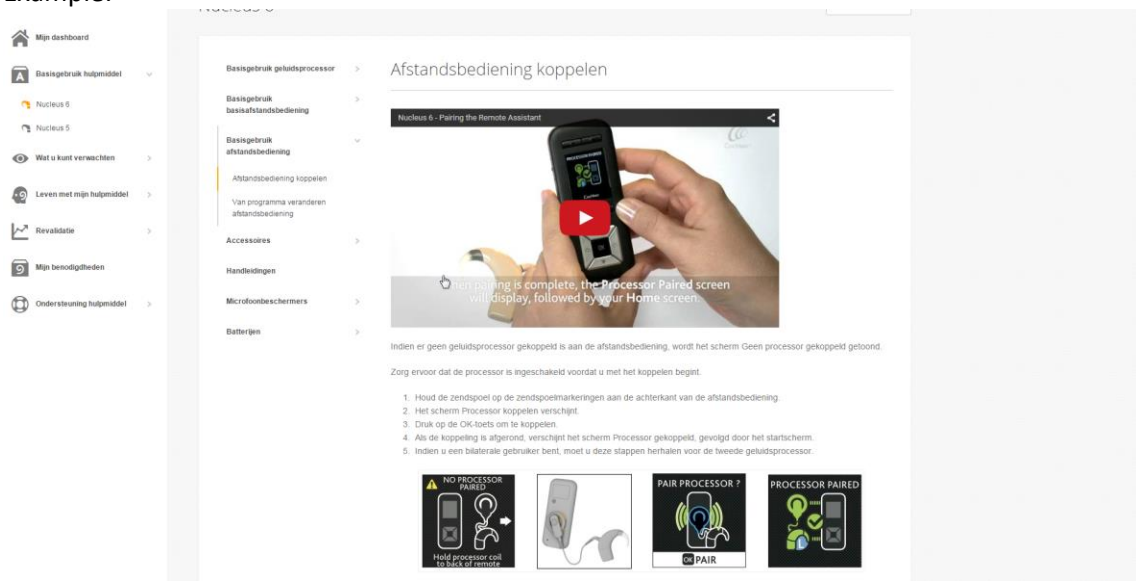



## 4.4 Remote Assistant Basics

This section gives an overview of the remote assistant by means of videos and step-by-step instructions.

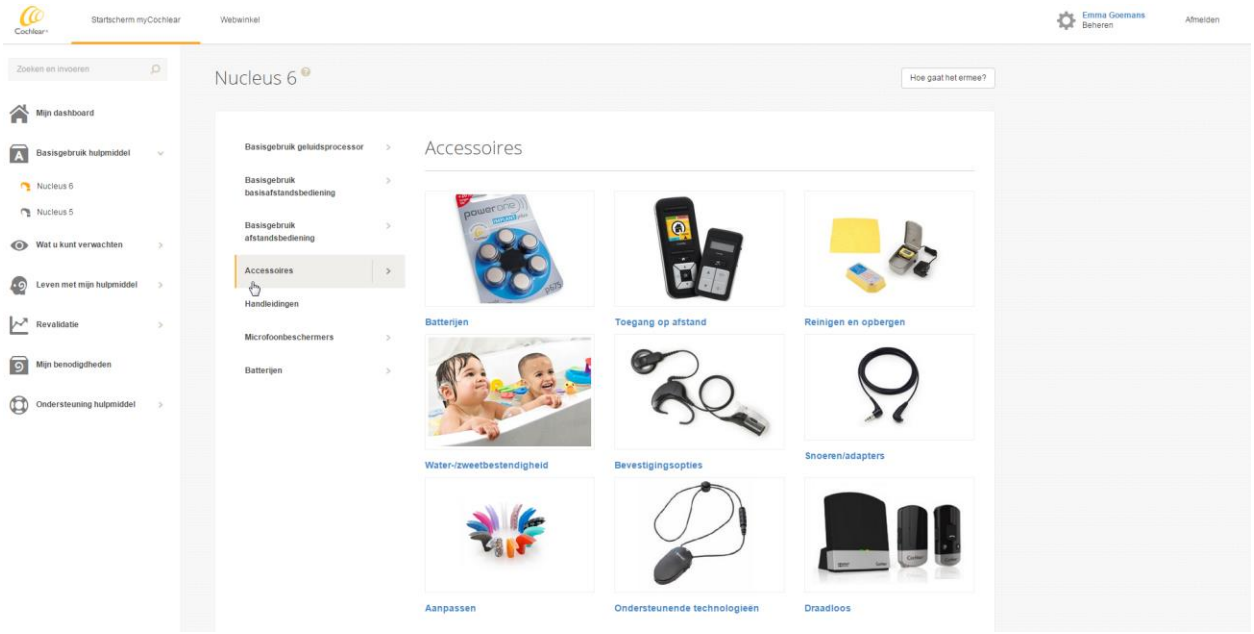



Example:



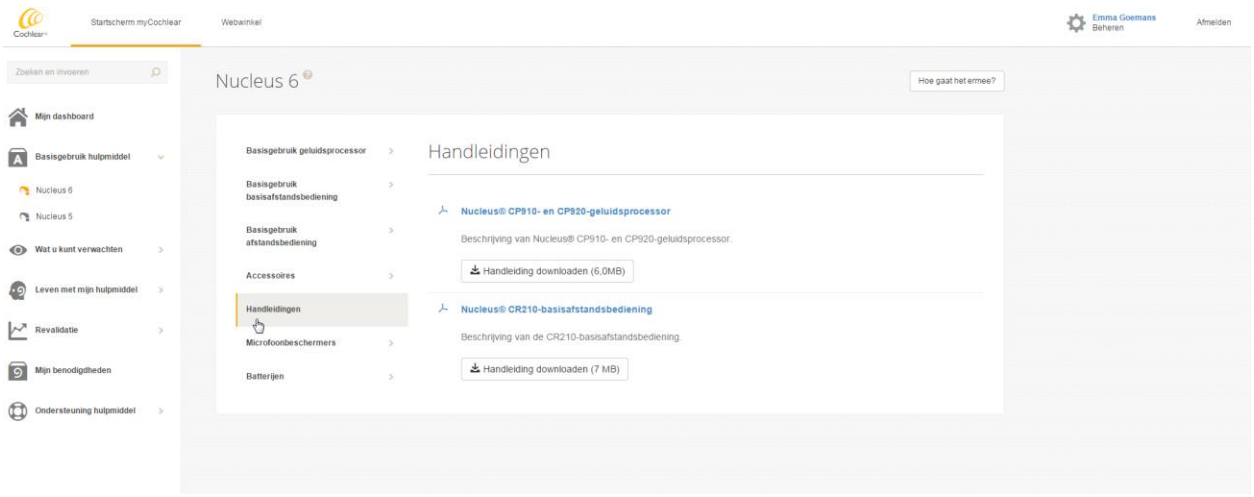
## 4.5 Accessories

This section provides the myCochlear user with detailed information about all existing accessories that might be used in specific situations. For example: wireless accessories can be used to increase speech understanding in noise. Hence the older CI recipient is encouraged to go outdoors and to enjoy having a social and active lifestyle.



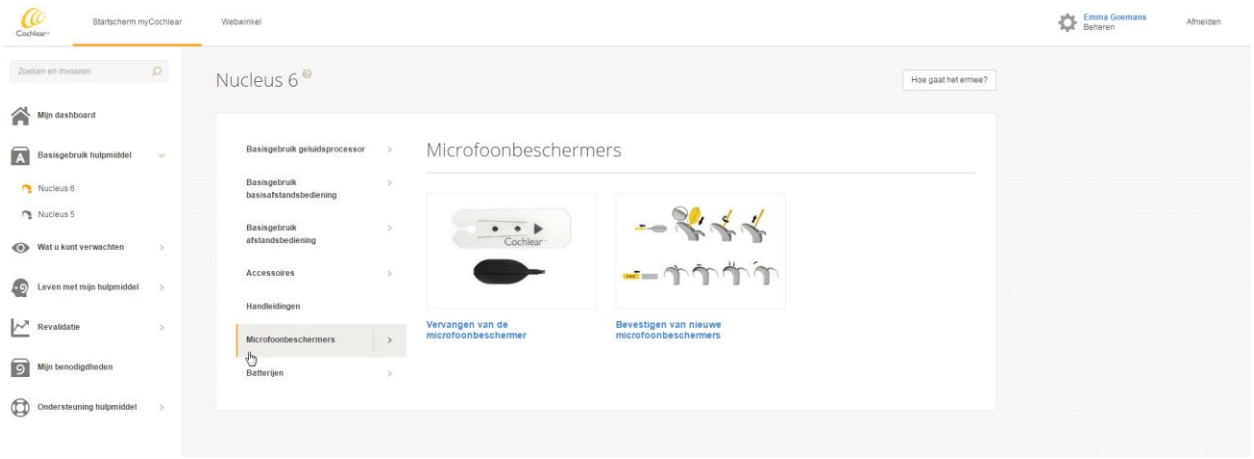

## 4.6 Manuals

The myCochlear user can also download the manuals of their speech processor and remote assistant.



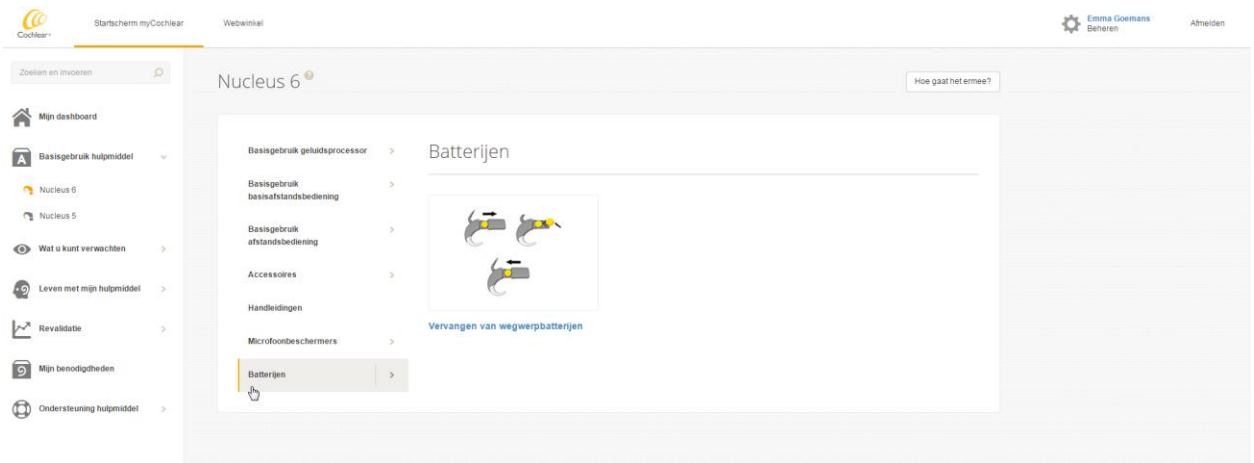
## 4.7 Microphone protectors

This section shows helpful videos and step-by-step instructions on how to remove and replace microphone covers. This should be done every 6 months as not replacing these covers might lead to inferior speech understanding.



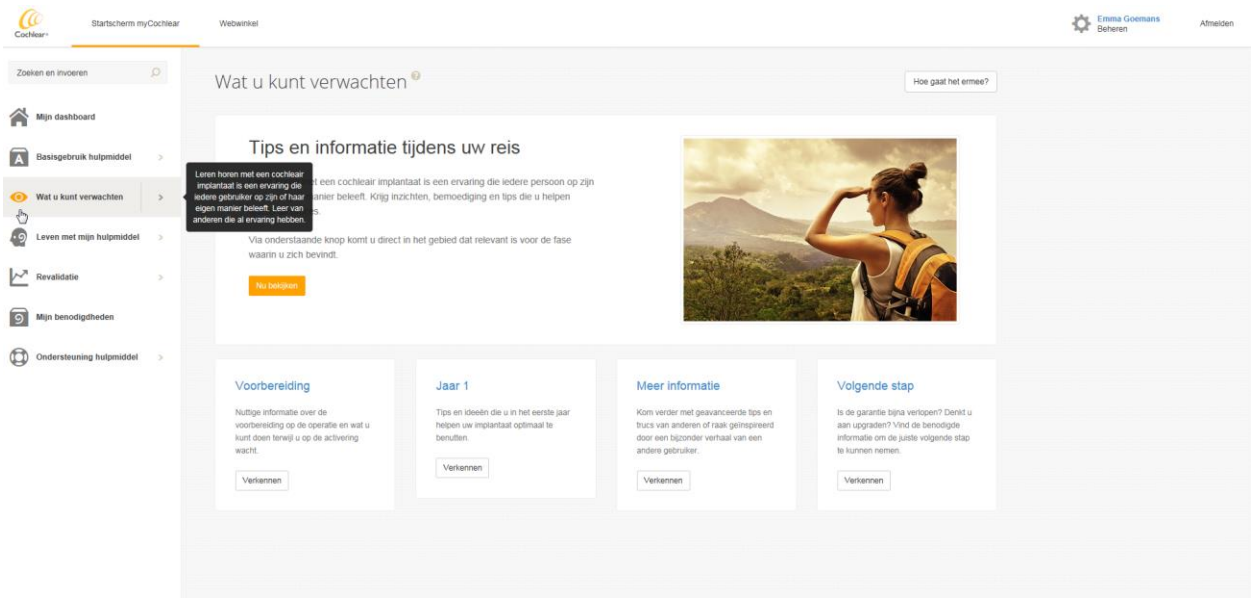

## 4.8 Batteries

This helpful section shows how disposable batteries can be used in case a recipient has forgotten to charge their rechargeable ones.

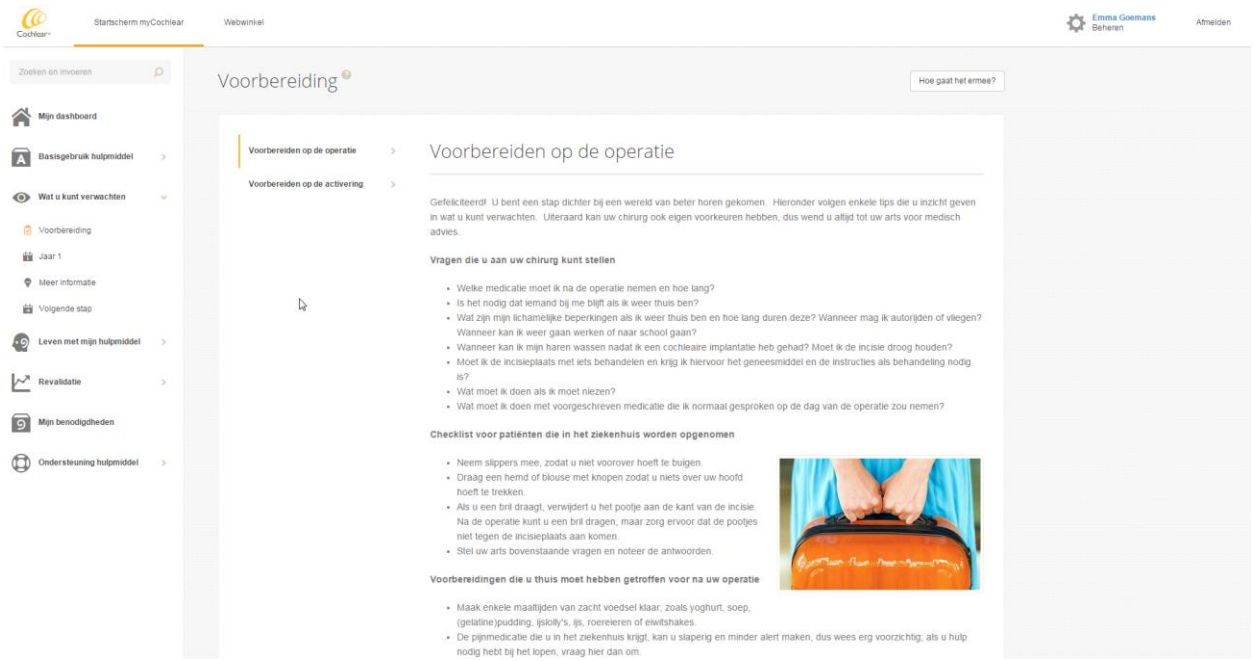


# 5 What to expect

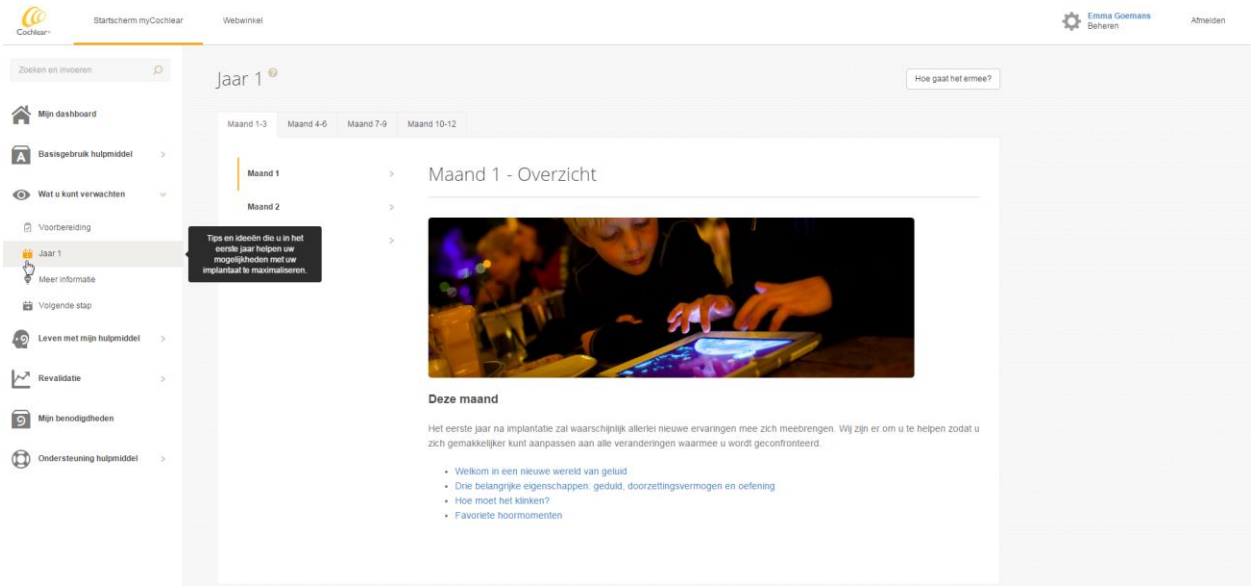
This section informs the CI recipient about their hearing journey prior and post cochlear implantation. The section prior implantation (see 5.1 Getting prepared) aims at providing the future CI recipient with questions they might ask at their surgeon. Post implantation, tips, strategies and coaching questions are offered aiming at increasing device use, time spent in listening to speech and increasing participation in conversations (see 5.2 -5.4).



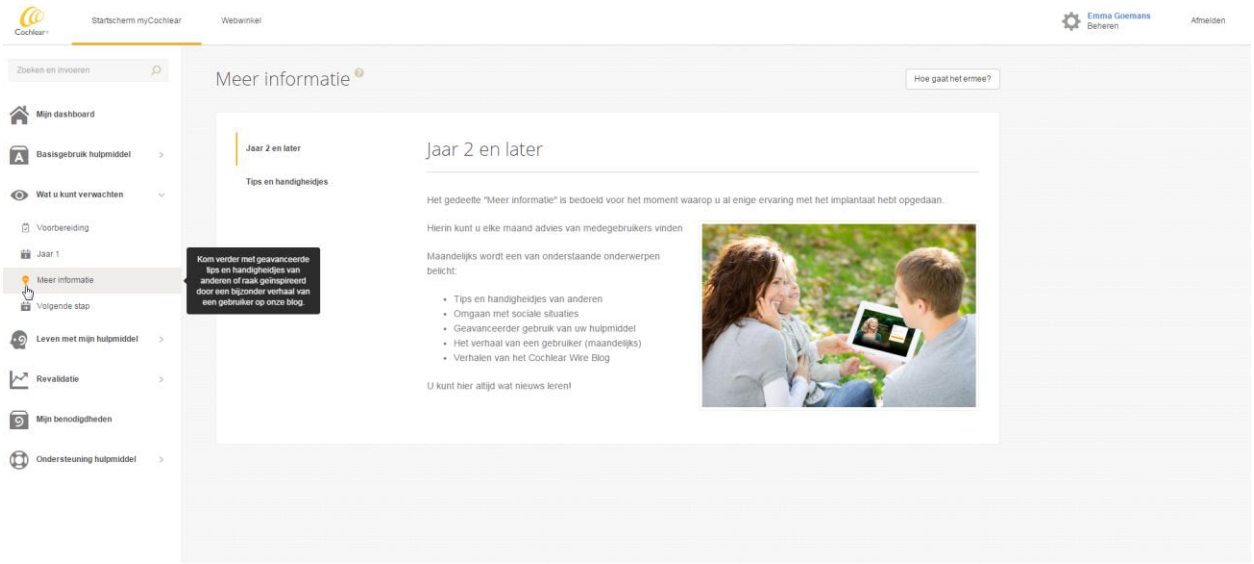

## 5.1 Getting prepared



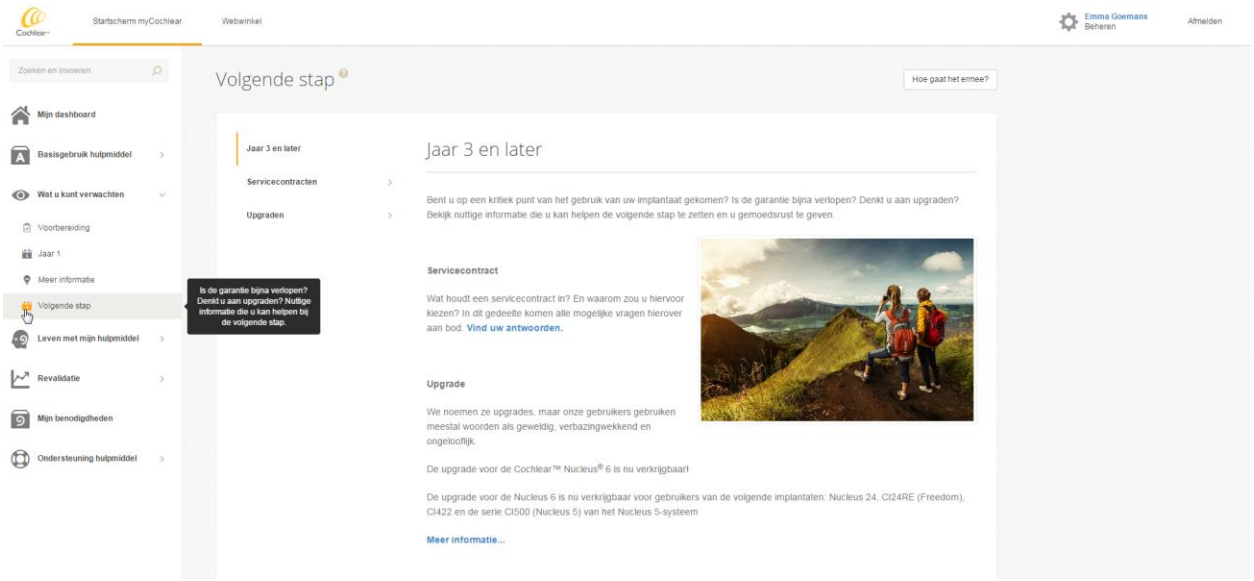
## 5.2 Year 1




## 5.3 What's more



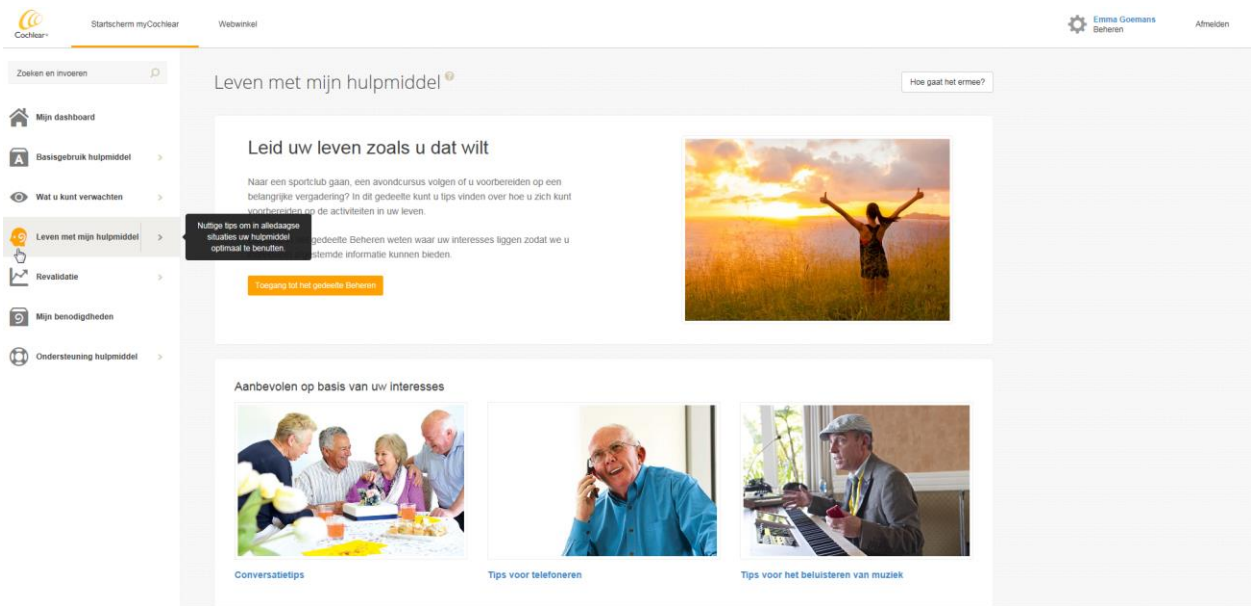
## 5.4 What's next




# 6 Living with my device

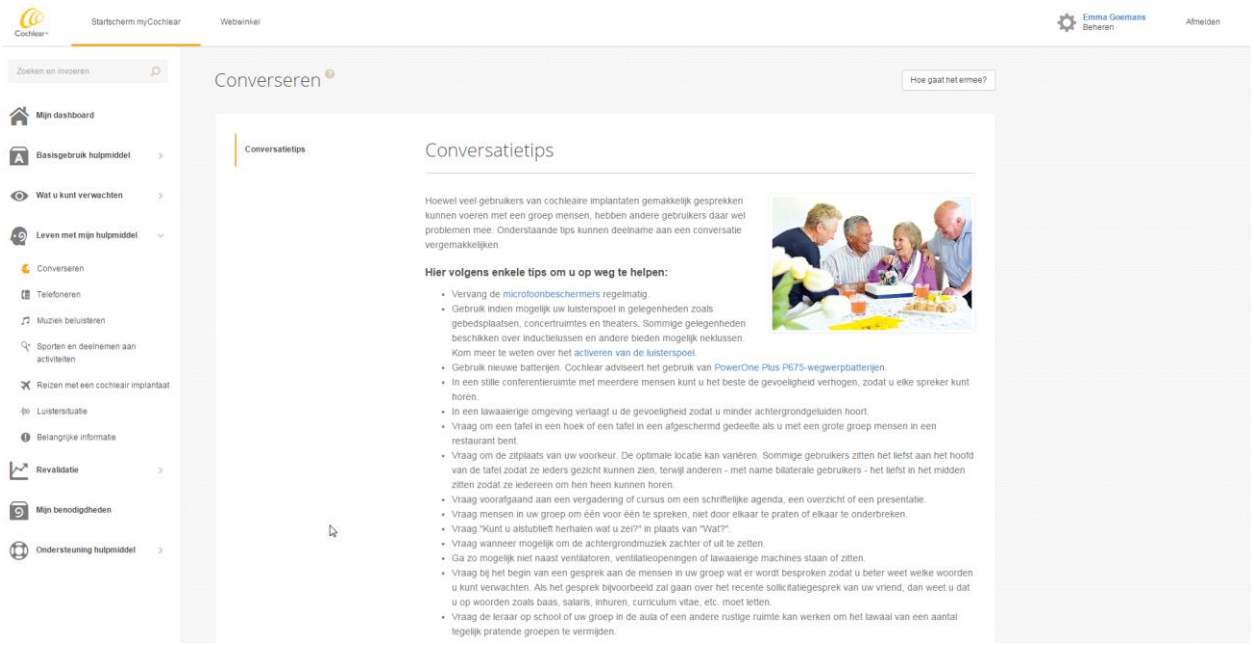
Contains helpful tips for making the most of a recipient's device in everyday situations.

## 6.1 Overview Living with my device



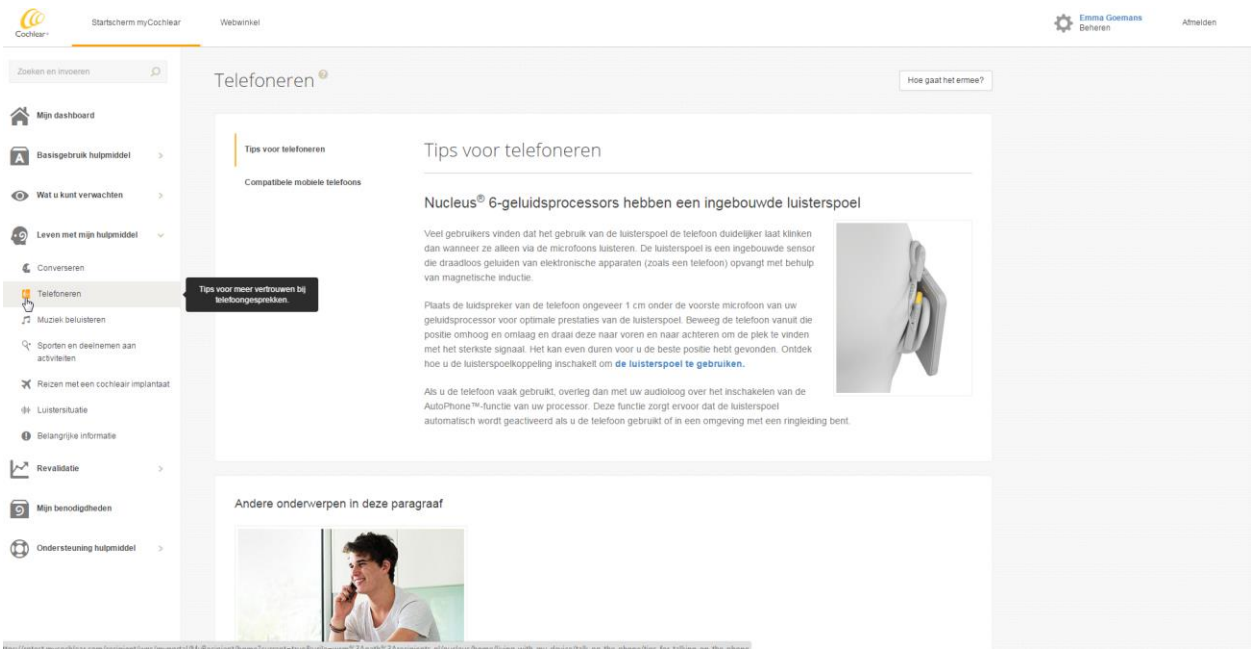
## 6.2 Have conversations

This section contains useful tips and tricks concerning having conversations. Be using these tips, taking part in a daily conversation or attending a social event might be facilitated for older CI recipients.



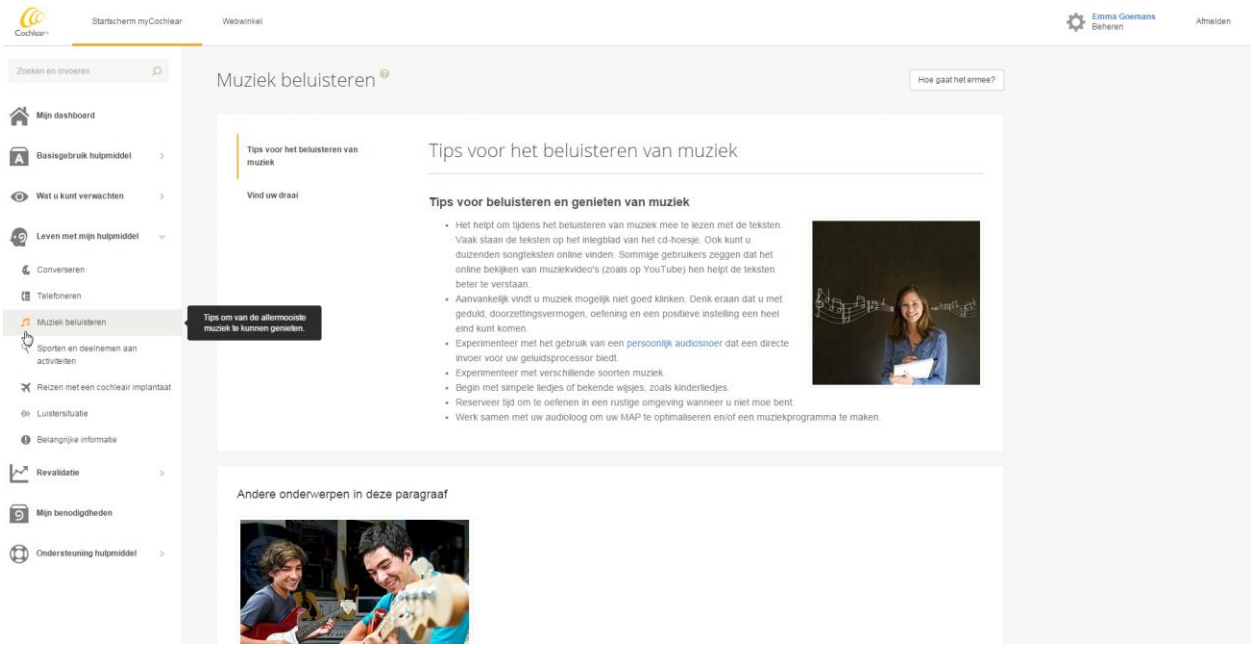

## 6.3 Talk on the phone

This section informs the older CI recipient about how using the telephone can be facilitated.



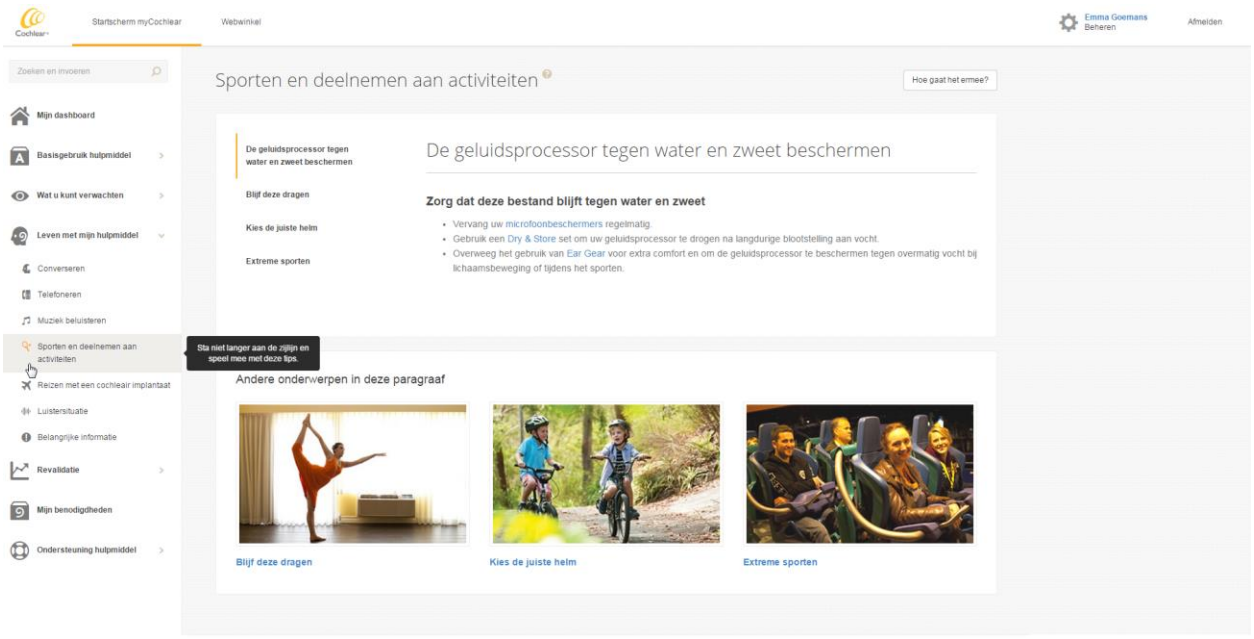
## 6.4 Listen to music

This paragraph contains tips and tricks regarding listening and enjoying music after cochlear implantation.



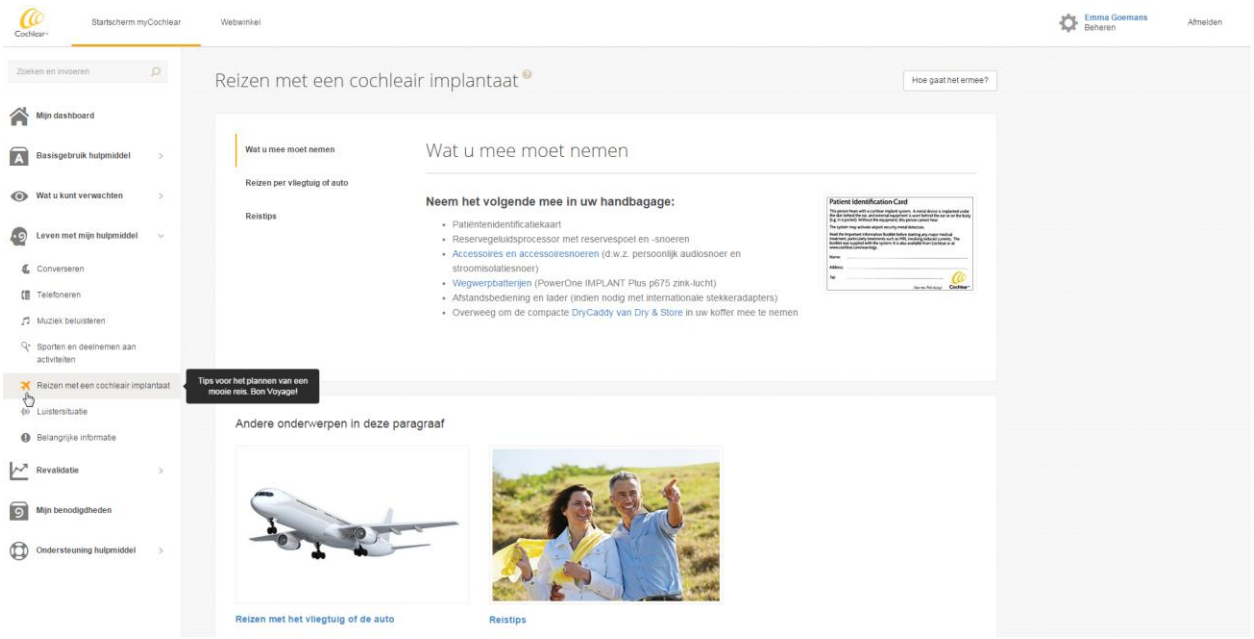

## 6.5 Play sports and activities

Elderly CI recipients who would like to maintain an active lifestyle, can find useful tips regarding how to protect their CI in this section.



## 6.6 Travel with a cochlear implant

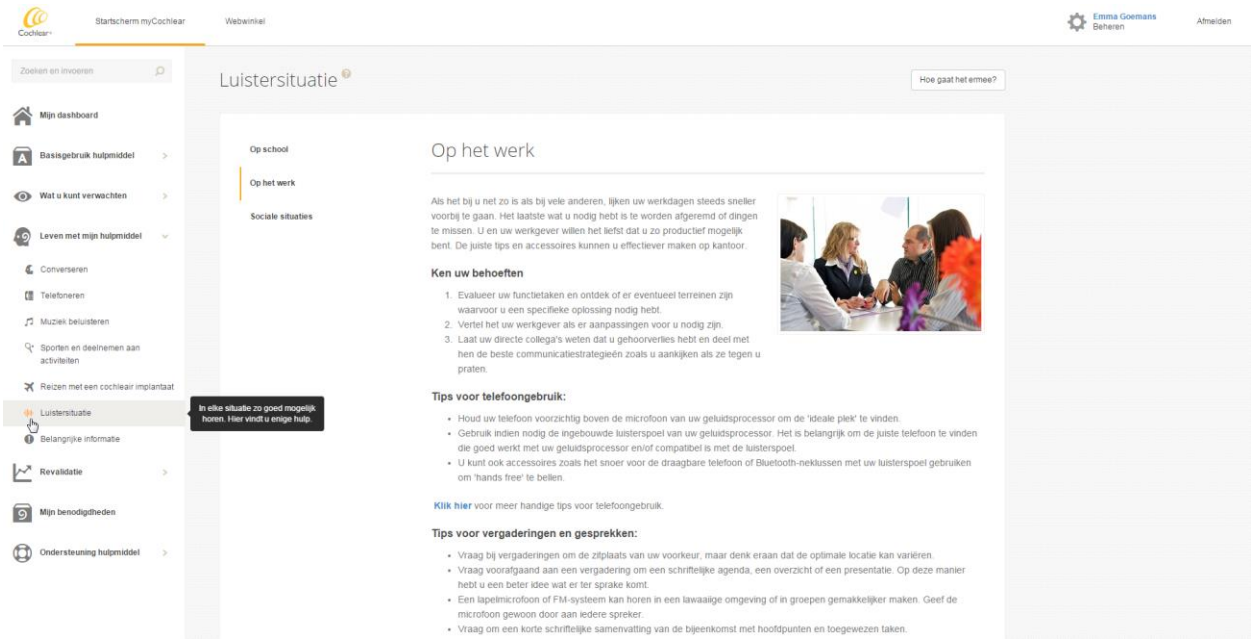
This interesting paragraph displays what a CI recipient must not forget to pack when traveling.



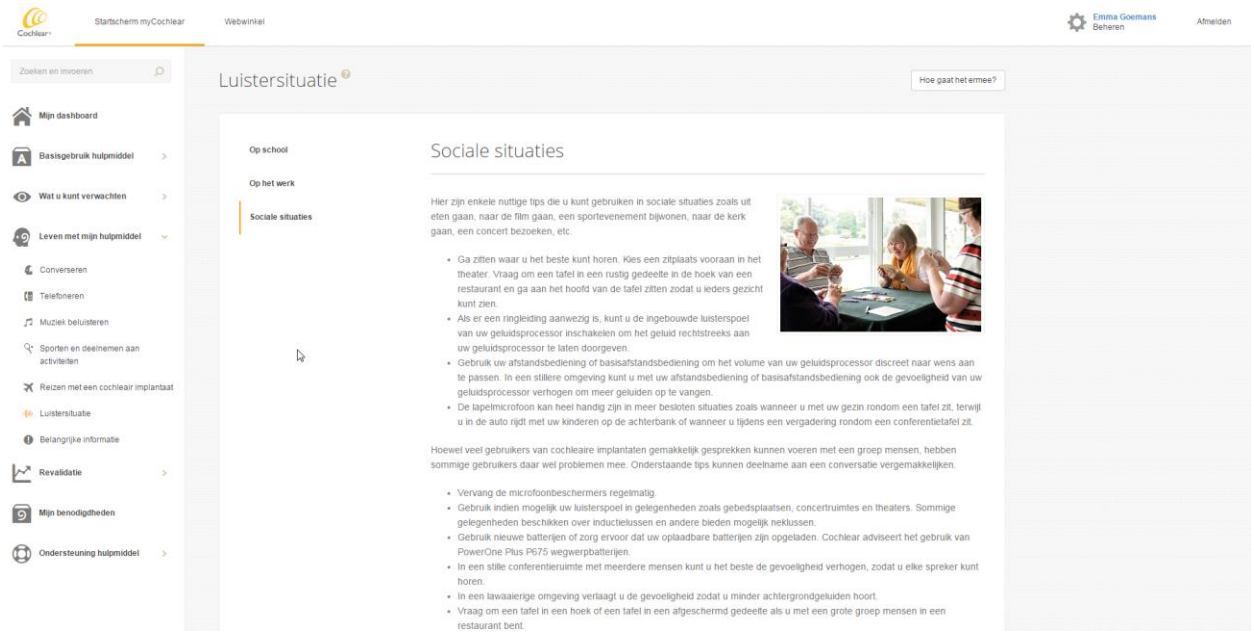
## 6.7 Listening environments

This section gives specific tips and tricks related to different listening environments, since many elderly CI recipients are still active in their daily lives: volunteering, social activities, …

### 6.7.1 At work

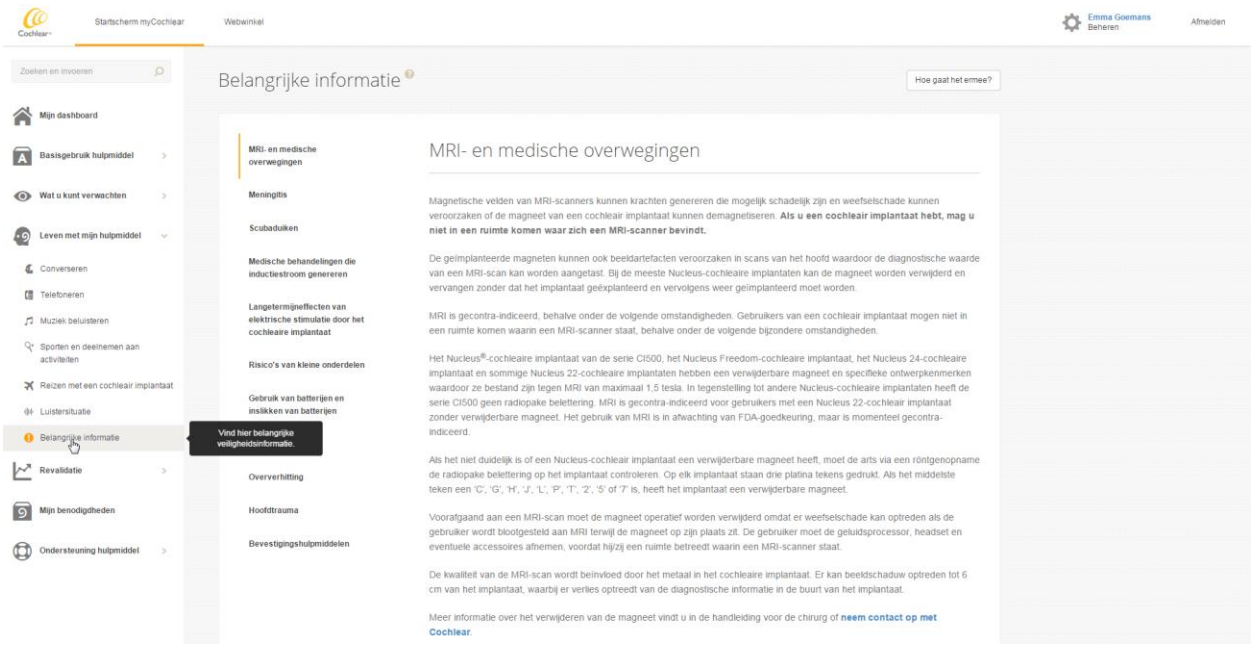



### 6.7.2 Social situations



## 6.8 Important information

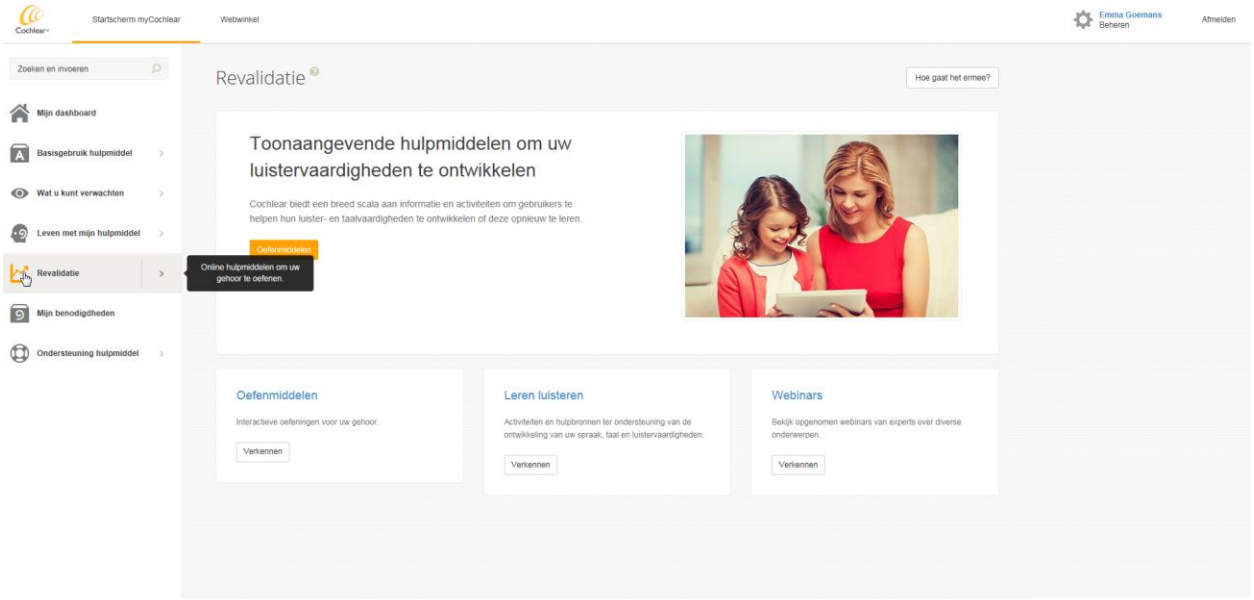
This overview lists important information every CI recipient must know. For example: are you allowed to do scuba diving, are you allowed to have an MRI scan, …



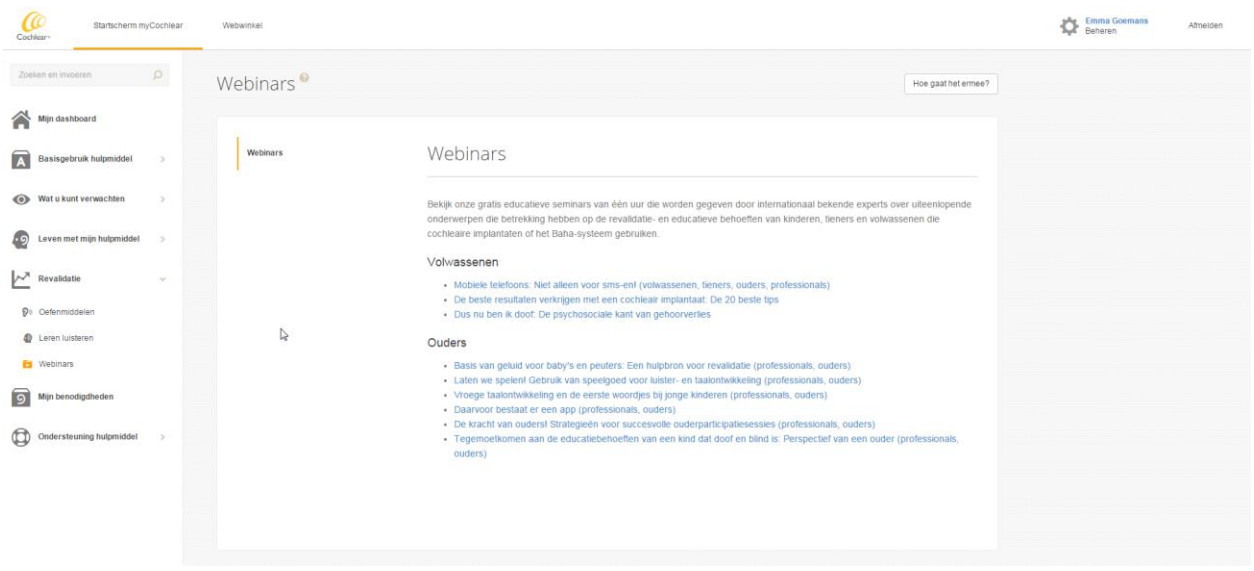
# 7 Rehabilitation

The rehabilitation area provides access to rehabilitation materials such as webinars (see 7.2).

## 7.1 Overview rehabilitation

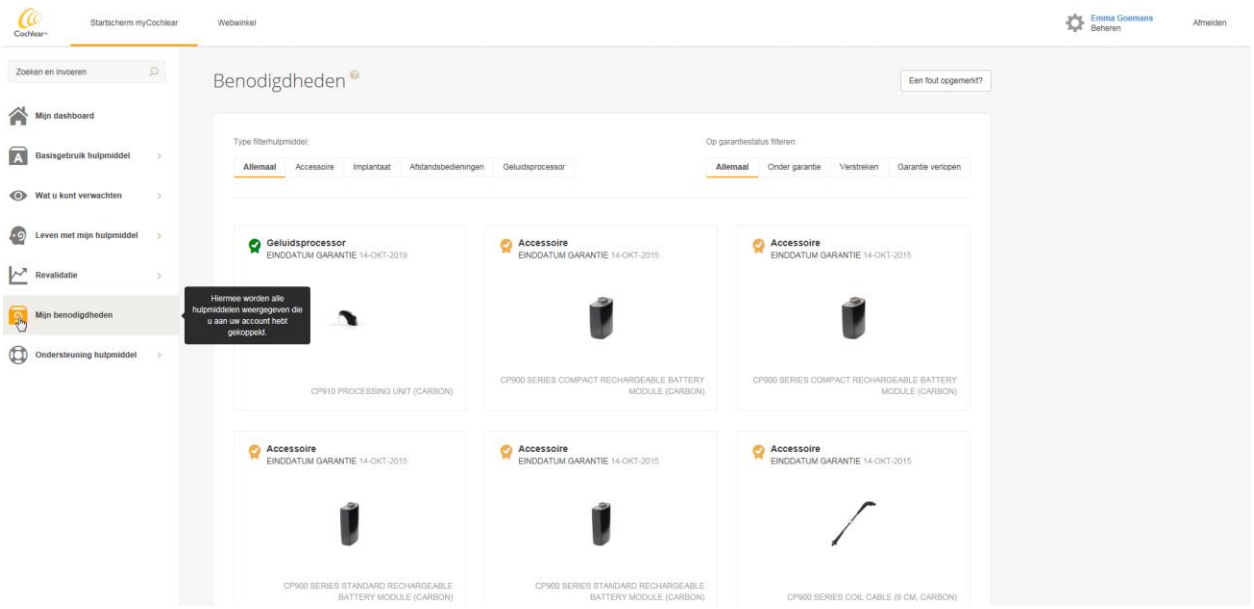



## 7.2 Webinars



# 8 My equipment

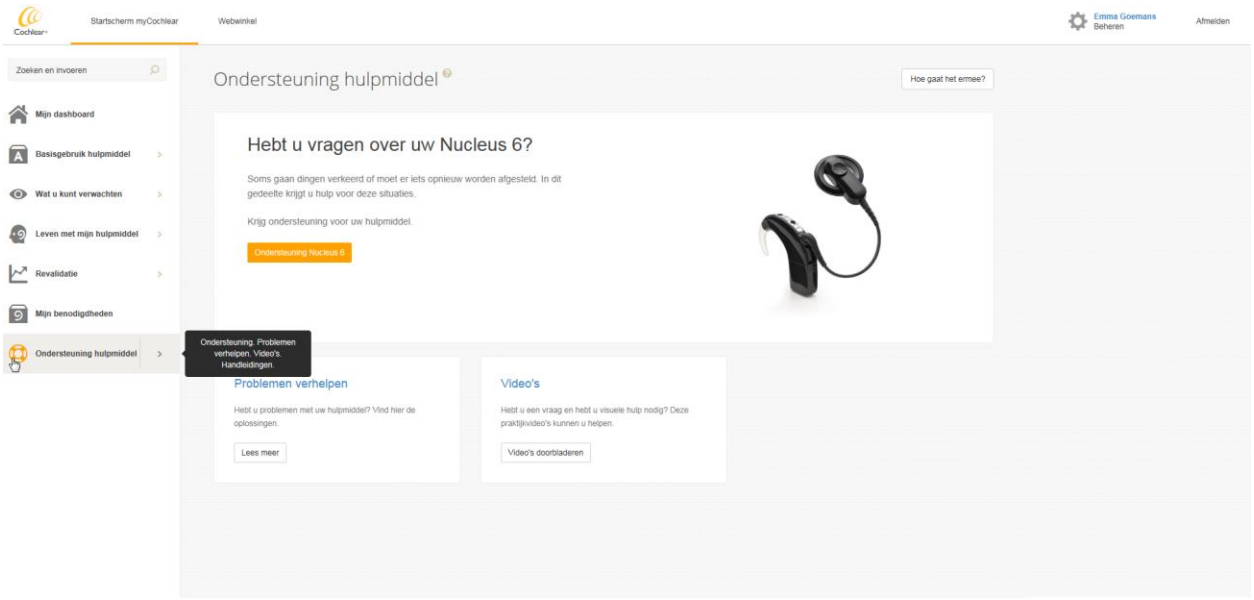
The equipment section displays all recipient registered devices. CI recipients can filter based on device implant and its warranty status.



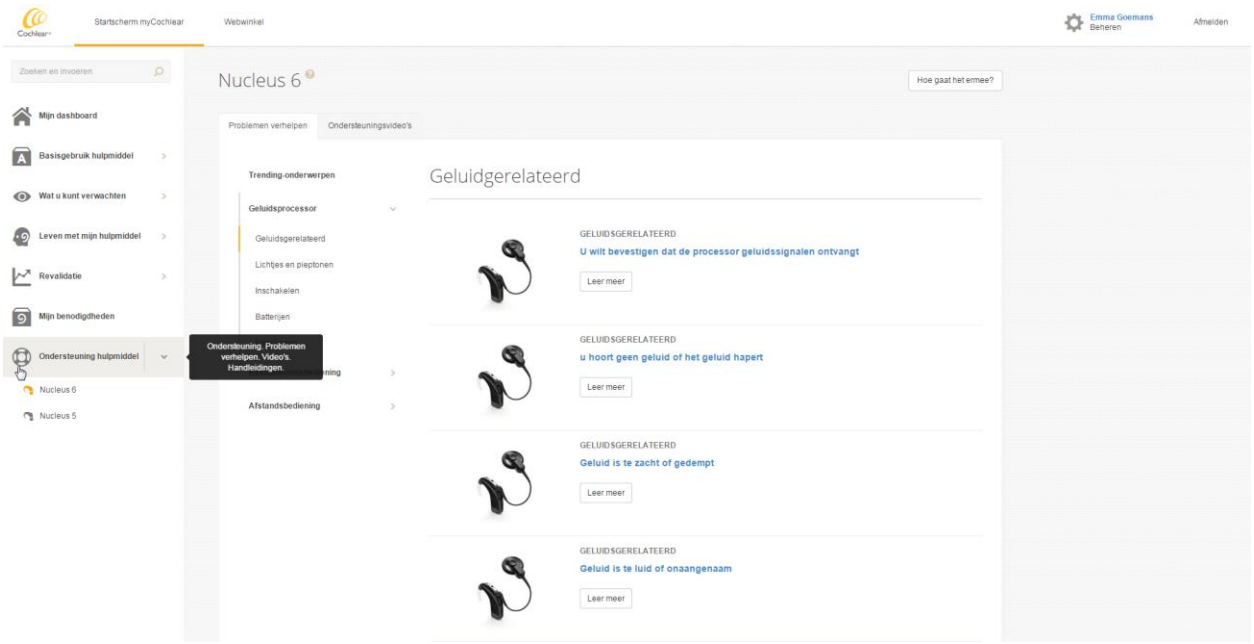
# 9 Device support

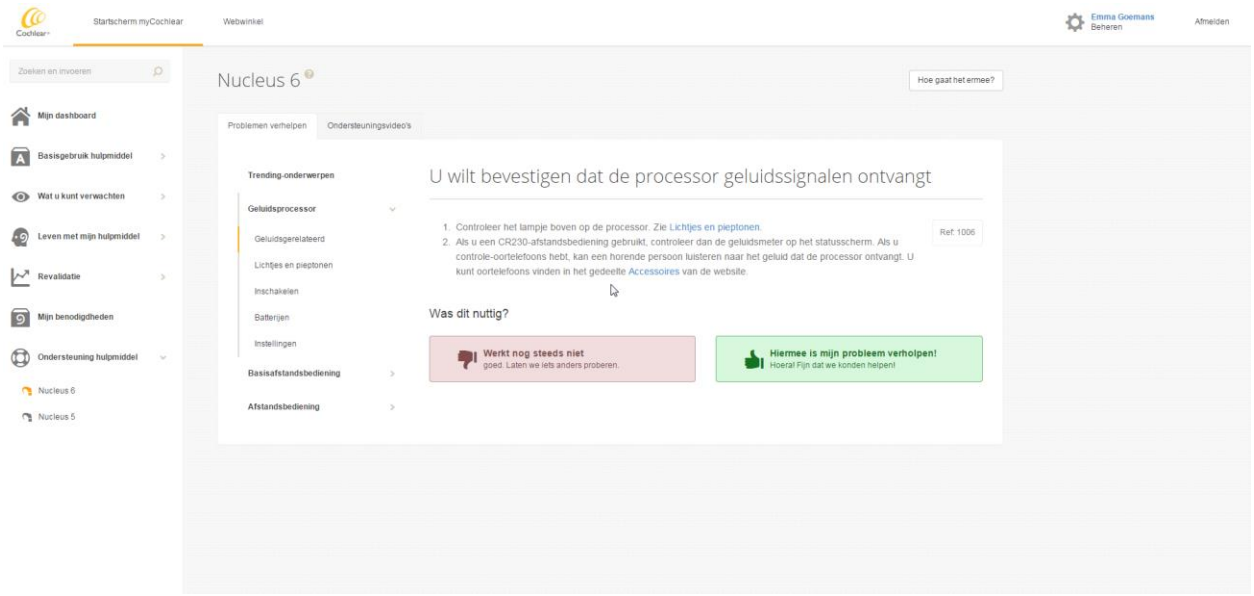
The device support section includes most common questions and answers to allow recipients to troubleshoot their own device. It also includes any videos and manuals relating to the device.
The landing page for Troubleshooting enables a content manager to highlight selected items from any of three major areas (sound processor, remote assistant, remote control). Within each device type items are organized by left hand navigation areas that represent the type of symptom the CI recipient is experiencing.

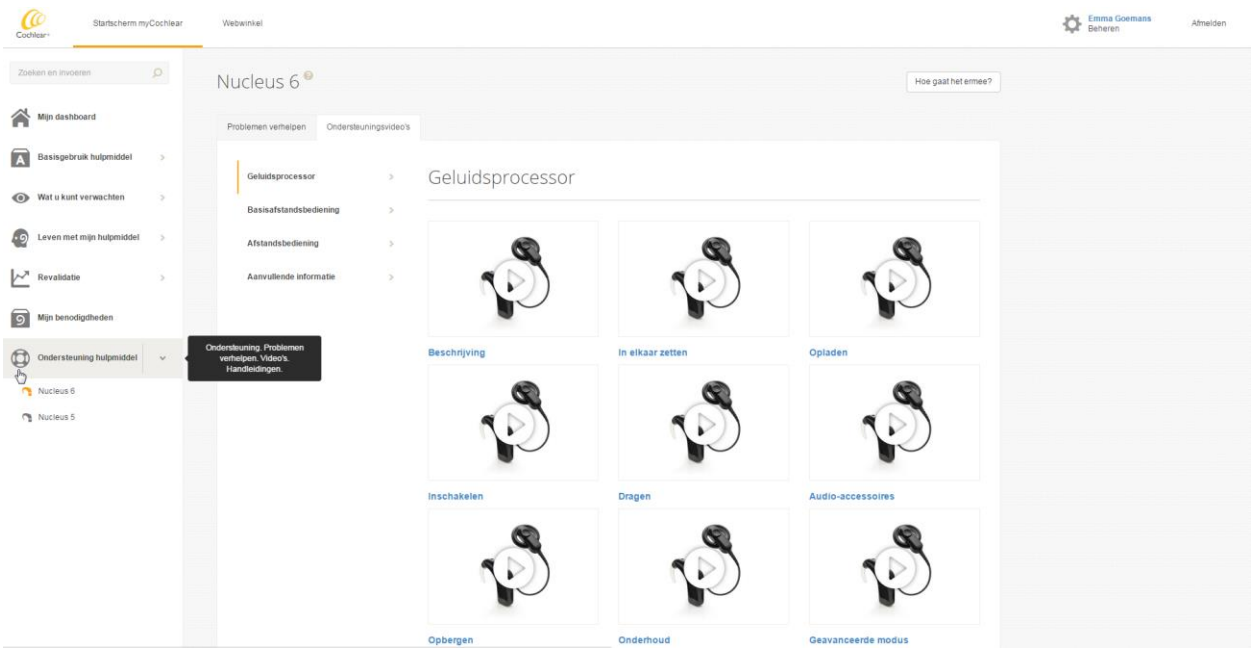
## 9.1 Overview Device support



## 9.2 Sound processor

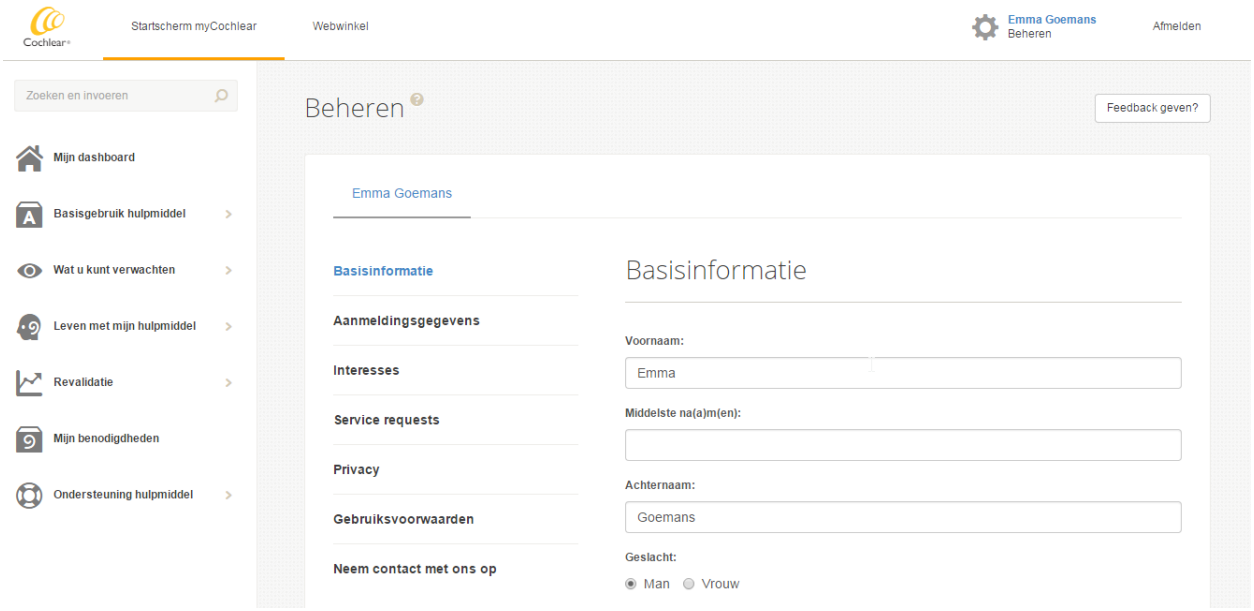


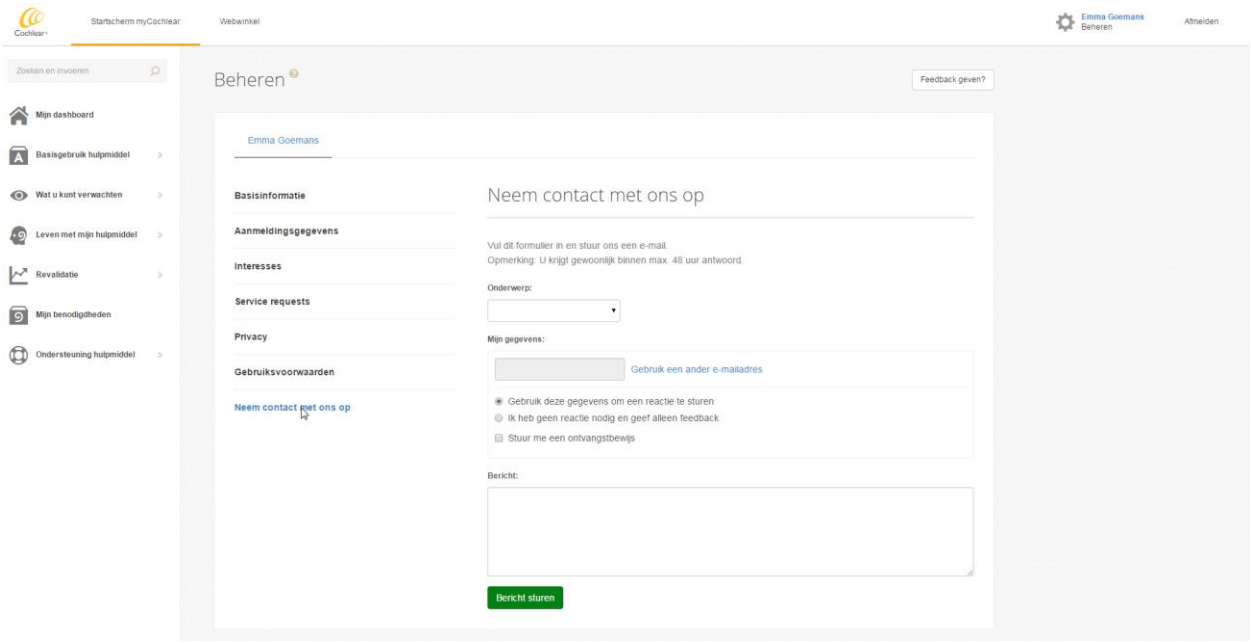






# 10 Manage

The Manage section is where all information updates occur.



# 11 Feedback

There are two mechanisms for recipients to contact Cochlear via myCochlear Recipient. Manage > Contact Us and Provide Feedback