

Accessory Support Options

Independent Tier I

- **Create a MyCochlear family account**
<https://www.cochlear.com/us/cochlear-family>
- Watch videos included on the touch screen tablet included with your system kit.
- Use manuals and quick guide handouts are also provided with your system kit.
- Access additional videos on Cochlear's You Tube channel
<https://www.youtube.com/user/CochlearAmericas>
- Visit www.Cochlear.com/US/Support

Cochlear-Guided Tier II

- Text "PAIRING" to (720) 606-6970
- Call Recipient Services at **800-483-3123**
- Email Customer@cochlear.com
- Live Chat via the Cochlear Store <https://store.mycochlear.com>
- Connect with a mentor <https://www.cochlear.com/us/en/home/ongoing-care-and-support/connect-with-us/connect-with-a-mentor>
- Attend a community chapter meeting to meet with other local recipients & Cochlear volunteers.
- Attend Office Hours scheduled with a Cochlear's local Engagement Manager (*schedules upon request when available*)

Personalized 1:1 Tier III

- Schedule an appointment with our Audiologist
- Meet one-on-one to review and practice use of your wireless accessories including pairing, streaming, troubleshooting, and general use. **** (OOP)**
- Personalize your iPhone/Android phone alerts and settings for your Nucleus 7 sound processor **** (OOP)**
- Discuss your day-to-day activities and how applied use of the accessories may be most beneficial for you. **** (OOP)**
- Review your MyCochlear Family account to discover how you may order replacement equipment and track equipment warranty coverage without a trip to our office <https://www.cochlear.com/us/cochlear-family>

*Please bring your Cochlear backpack and everything in it to **every** appointment.

** Health insurance will not pay for many CI services and as a result it may be an out-of-pocket expense at \$184/hour with 15-minute minimum (\$46) Rates are subject to change without notice.

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