



**SCOTTISH  
COCHLEAR IMPLANT  
PROGRAMME**

# **Find My Processor - Cochlear**

How to use the Cochlear  
Nucleus Smart App to find  
your lost device



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## Did you know?

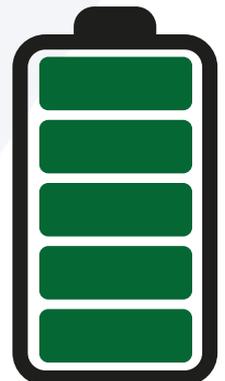
Losing a processor can impact your upgrade date.  
If you act fast, you can find it!

For the app to work, you must:

- already have your processors paired to your phone or tablet before you lose them.
- The location settings have to be set to 'allow always' for this feature to work.

Please note that this feature works through Bluetooth. It will show the last time your phone and processor were in contact with each other, or how strong the connection is. There is no tracking device in your processor.

**To use the 'Find My Processor' feature in the Nucleus Smart App your processor needs to have battery charge. Use the app as soon as you realise the device is missing.**



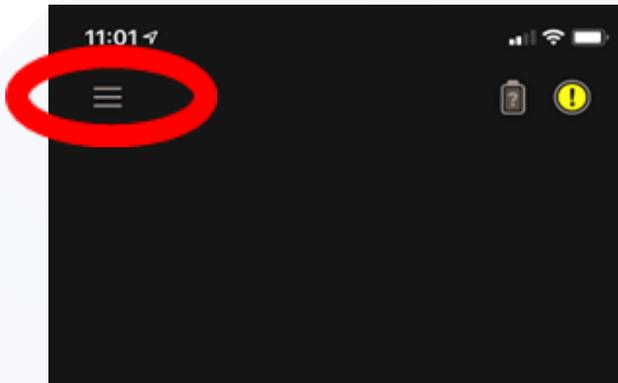


## How to use 'Find My Processor'

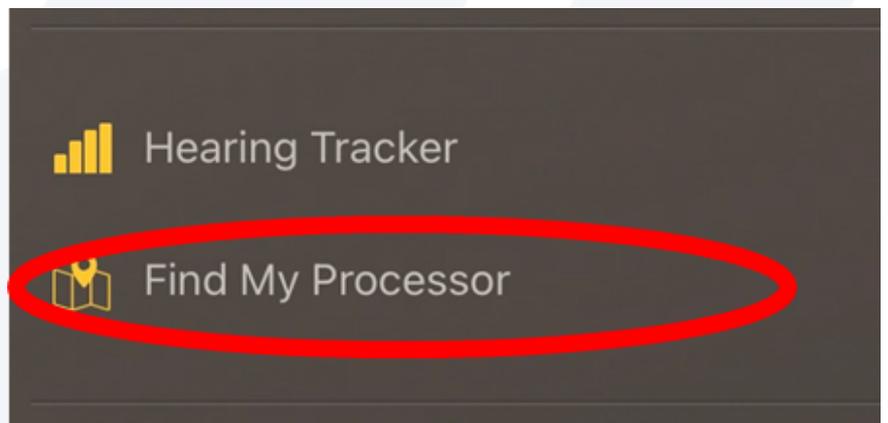
1. Open the Nucleus Smart App.



2. Click on the hamburger menu at the top left hand side.



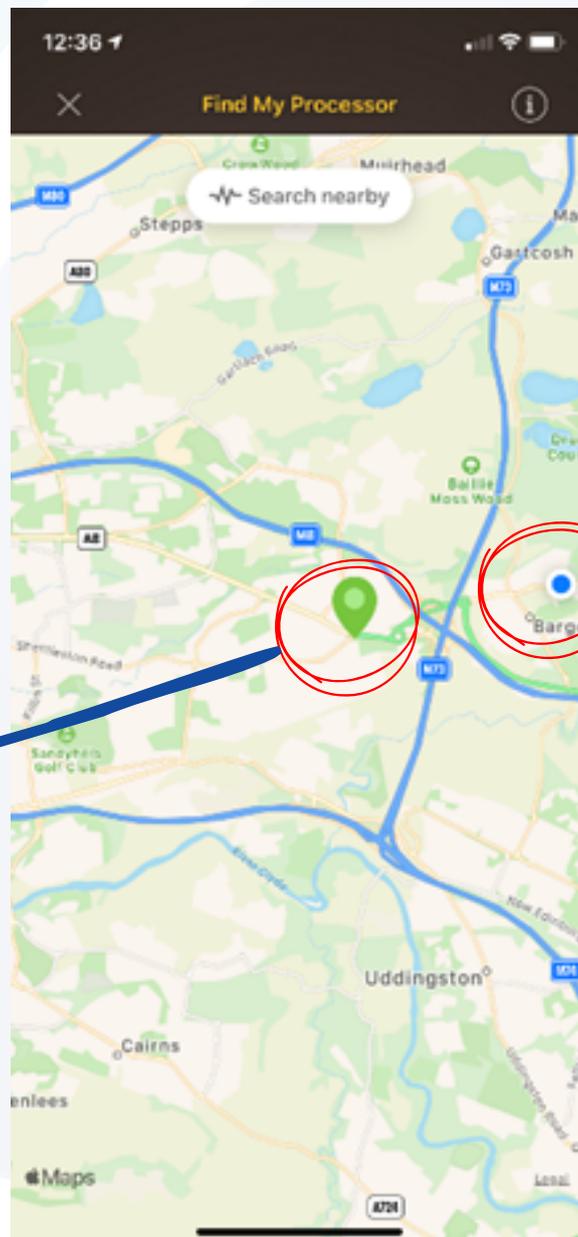
3. Select 'Find my Processor'





## Find My Processor In Action

Here is an example of how the app works



This is when your phone last had contact with your processors

This is your current location.

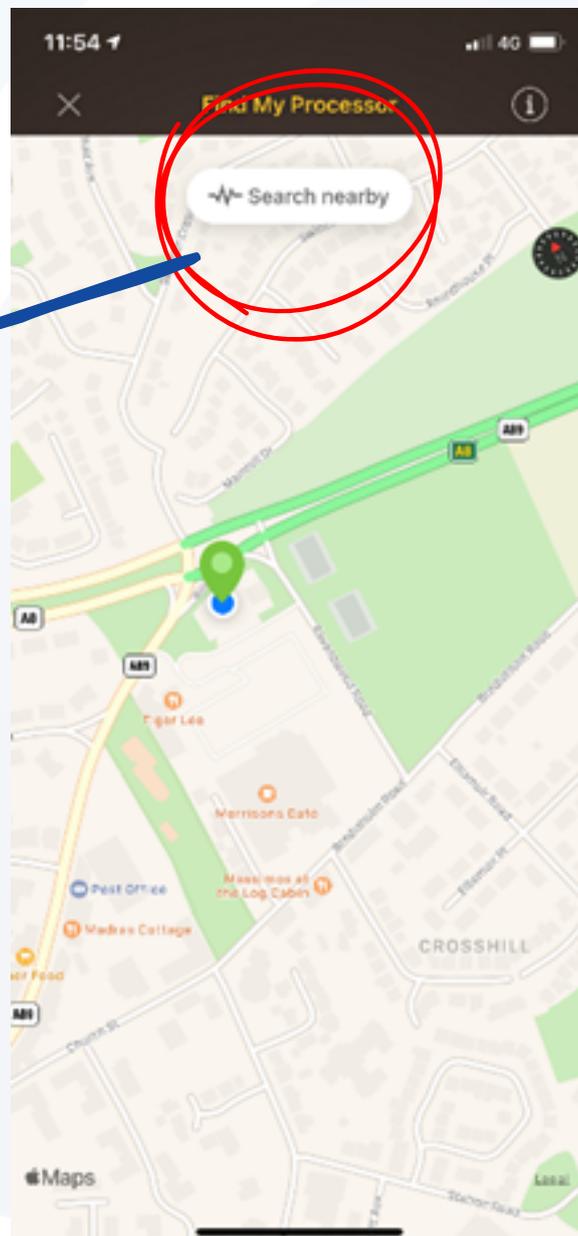


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Retrace your steps. Go back to the place your phone and processor last had contact.

You will see a more detailed map the closure you get.

In this example the map now shows the processor at the Petrol Station.

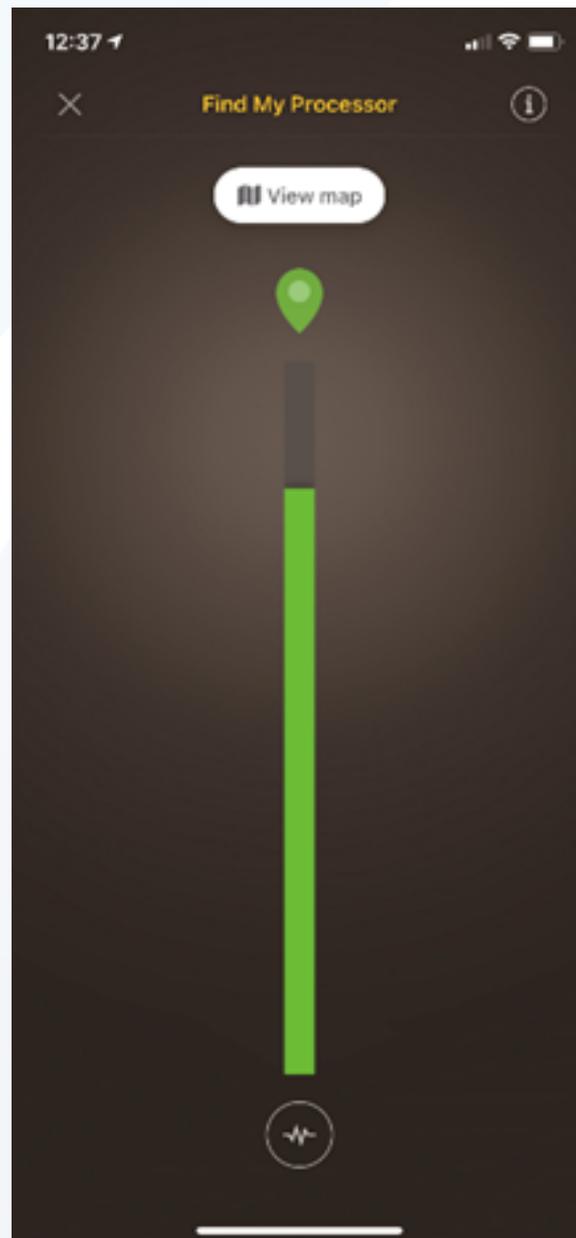


When you arrive,  
select 'search  
nearby'



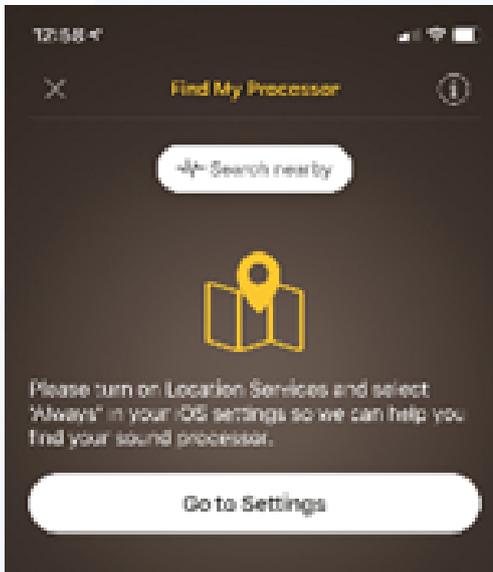
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This will bring up a thermometer like feature. The green bar will get 'hotter' as you get closer to the exact place the processor is.



### Top Tips!

- Don't move too fast. It can take a few seconds to catch up with your movements.
- Remember, the magnets are strong. The processors can get stuck to all sorts of strange things.



If your location services have not been on the right setting you will see this message.

Don't panic it's not too late!

You can still use the 'search nearby function'.

If your processor has been lost out and about you will see an 'out of range' message:

1. Switch your location settings to 'always' as explained at the start.
2. Retrace all of your steps slowly.
3. If your phone detects your processor it will reconnect.
4. Follow the 'search nearby' steps described above.