

Custom Sound[®] Suite

Version 6.2
Installation Guide

Contents

- About this guide 3
- System requirements..... 4
- Security considerations 5
- Pre-installation 6
 - Before beginning the install 6
 - For a standalone installation..... 7
 - For a network database installation 7
 - Uninstall Nucleus® Fitting Software 7
- Installation 8
 - Prerequisites 8
 - Run the installer 8
 - Upgrading 9
 - Additional setup options 10
- Post installation 11
 - Run the application..... 11
 - Regional options 12
 - Manage auto-updates 13
 - Cochlear Database Manager 14
 - Create or edit a connection 15
 - Connect to a server 16
 - Create a database 17
 - Upgrade a database..... 18
 - Back up or restore a database 19
 - Delete a database..... 20
- Troubleshooting 21
- Legal statement..... 24

About this guide

This guide will help you install and run the Custom Sound[®] Suite software. It will also help you ensure that your system meet the requirements to run the software. For information on how to use Custom Sound software, please see the Custom Sound User Guide or view the documentation in the application by pressing F1.

System requirements

	Minimum computer system requirements	Recommended computer system requirements
Operating system	Windows 8.1 (32-bit)	Windows 10 (64-bit)
Processor	Intel Core i5 or later or AMD equivalent	Intel Core i5 or later or AMD equivalent
RAM	8 GB or higher	8 GB or higher
Hard drive	10 GB of available space	10 GB of available space
Screen resolution	1280 x 1024 or greater	1280 x 1024 or greater
Screen size (for tablet use)	12 inches or larger	12 inches or larger
USB port	2 x USB ports	2 x USB ports
Wireless	Bluetooth 4.0 or higher, required for Cochlear Wireless Programming Pod	Bluetooth 4.0 or higher, required for Cochlear Wireless Programming Pod
SQL Server	SQL Server 2014 (SP1)	For computers with the 64-bit version of Windows 10 and Windows 8.1 it is recommended to use SQL Server 2017
		For computers with the 32-bit version of Windows 10 and Windows 8.1 it is recommended to use SQL Server 2014 (SP3)

It is important to keep the Windows operating system up to date. The computer or tablet must be capable of receiving Windows updates.

Any computer system connected to the Cochlear system, when used in programming mode, should meet FCC 47CFR Part 15 Class B and CISPR22 Class B emissions requirements. Consult the documentation provided by the computer system manufacturer to ensure compliance, prior to connecting any Cochlear device.

Security considerations

Medical device security is a shared responsibility between medical device manufacturers and health care facilities. Custom Sound software includes a number of built-in features that can help protect the integrity of information such as:

- Removal of patient-identifiable details from records when anonymously exported from the Cochlear database
- Validation checks within the Cochlear database to maintain data integrity
- A backup utility for the Cochlear database
- Encryption of CDX files that are exported from Custom Sound software
- Code signing of installer executables
- User names and passwords to control access to Custom Sound software

To help reduce the risk of unauthorised access to Custom Sound software it is best practice to implement an IT security policy within the healthcare facility that considers the following items:

- Windows operating systems including the latest security updates from Microsoft
- Antivirus software including the latest updates available from the vendor with regular scanning of hard disk
- Scanning of USB storage devices for malware or viruses before connecting to the computer running Custom Sound software
- Firewalls to protect computers running Custom Sound software that are accessible to the Internet
- A password policy that requires strong passwords that are changed regularly and are applied to user accounts on computers where Custom Sound software is installed and network-connected computers where the Cochlear database is installed
- Locking computers when unattended
- Regular backups of the Cochlear database

Pre-installation

Prior to installing Custom Sound Suite on your computer, there are some decisions and tasks that can be completed to ensure a successful installation and setup.

During the installation, you will be required to choose between a standalone setup and connecting Custom Sound to a network database. If you choose a standalone installation the installer will install SQL Server 2014 Express on the local computer. If your clinic uses a network database, careful planning is required to ensure that all computers with Custom Sound can connect to the database.

Before beginning the install

It is highly recommended that you review the following and use it as a basis for preparing your system for the installation.

- Check that the target Laptop or Desktop meets the recommended system requirements shown in the System Requirements above.
- When installing or upgrading Custom Sound Suite, the computer may need to be restarted. Ensure you close any applications before installing the software.
- You may need to have administrator rights to install or update the software. If you do not have administrator rights, contact your IT department.

Administrator is a Microsoft Windows™ security setting that enables restricted access to create, delete, and modify files, folders, and settings on the computer.

Administrative rights are granted by administrators to users which allow them to create, delete, and modify items and settings.

If your computer is not managed by a central IT organisation or network administrator, you most likely have “Administrator” rights as most privately purchased computers come standard with the rights set for individual users. If you do operate under an IT organisation (e.g., in a school or hospital setting) contact your IT department to determine if you are an administrator of your computer.

- Backup the current database if upgrading an existing installation.
 - If the installation uses a network database, ask the clinic IT administrator to take a database backup before installation.
 - For standalone installation save a backup of the local database using the Cochlear database manager as described later in *Back up or restore a database*.

For a standalone installation

Local databases cannot be created if the drive is compressed.

Ensure the local drive where you plan to install Custom Sound Suite is not compressed.

This can be done by right-clicking on the drive in Windows Explorer and selecting Properties.

If the drive is compressed, please contact the clinician / local IT administrator.

For a network database installation

Take note of database credentials (user name and password) for the network database.

Before beginning the installation ensure you can access the network database with current credentials.

Also, ask the clinic IT administrator to take database backup of the network database before installation.




Note: Installing or upgrading to a new version of Custom Sound Suite may require a database upgrade. If your clinic uses a network database, careful planning is required to ensure that all computers with Custom Sound can connect to the database. Please check release notes before installing to see if a database upgrade is required.

Uninstall Nucleus® Fitting Software

Before installing the Custom Sound suite, any existing versions of the Cochlear Nucleus Fitting Software needs to be uninstalled from the computer.

To uninstall Nucleus Fitting Software:

1. Right-click on the Start icon  in the lower left-hand corner to open the Start Context Menu.
2. Select **Apps and Features** (it is **Programs and Features** in Windows 8.1).
3. Select Nucleus Fitting Software from the application list.
4. Click **Uninstall** and follow any on-screen instructions to remove it.


Installation

Once all the appropriate pre-installation steps have been completed, proceed with the installation. The following instructions may vary based on the type of environment being installed or upgraded.

The Custom Sound installation process has been enhanced and installation information will display on the screens throughout the entire install to help guide you through the installation or upgrade process.

The installer will automatically install both Custom Sound® software and Custom Sound® EP software.

If you receive any error messages during the installation recheck the requirements section. You may contact Cochlear at any time for assistance with the installation process.

 **Note:** If you have a Nucleus Fitting Software installed on your computer, you will need to uninstall it before installing or upgrading the Custom Sound suite.

Prerequisites

If you are upgrading from a previous version of Custom Sound suite, make sure you have backed up the database as directed in the pre-installation section.

Run the installer

Follow the onscreen instructions provided by the software installer.

During the installation you will need to make several choices:

- **Licensing agreement** - The licensing agreement needs to be accepted to continue the installation process. If you do not accept the licensing agreement, no changes will be made to your current version of installed software.
- **Help improve the Custom Sound Experience** - You will be provided with two options to provide different types of feedback to Cochlear. Choosing Yes to the first option will assist Cochlear in making better products. This allows for information on all actions, for example, which buttons and features (no values) are used during a fitting session to be sent back to Cochlear. This feedback is completely anonymised, and no clinic or recipient-specific information is sent back to Cochlear.

Choosing the option to register the software after it is installed, the software registration information will be sent back to Cochlear when the installation is complete or saved on the desktop for sending at a later time.

- **Contact Information** - Mandatory fields of the contact information need to be completed even if both options in the previous screen are not selected. This information is used to identify stand-alone installations on PCs as well as pre-populating the software registration form.
- **Setup option** - During the installation, you will be required to choose between a standalone setup and connecting Custom Sound to a network database. If you choose a standalone installation the installer will create a database on the local computer. If you choose to connect to a network database, you will have the option of entering the database connection details now or setting them using the Cochlear database Manager after installation.
- **Database connection** - When connecting to a network database you will need to select a database server and instance from a drop-down menu and select an authentication mode to use to connect to the database instance.
 - **Windows authentication** - selecting this option will use the current user account Windows credentials to access the selected database server. You will also be asked to choose a database name from a drop-down on the server that you want to connect to.
Note: you will need to ensure that the current Windows user credentials have the correct permissions to access the selected network server.
 - **SQL Server authentication** - selecting this option you will need to provide the SQL Server user name and password for the selected SQL Server instance.
Note: you may need your IT administrator to provide the details for the SQL Server access credentials.
- **Complete installation** - At the end of the installation process application icons will have been saved to your desktop, and Custom Sound Suite will have been added to your start menu.

Upgrading

Run the installer. During the installation, the installer will detect if you have an older version of Custom Sound Suite installed on your computer and you may be able to upgrade from the existing version. Upgrading from a previous version will keep the existing setup option (standalone or networked). However, please be aware that you may be required to update the existing local or network database. If your clinic uses a network database, careful planning is required to ensure that all computers with Custom Sound can connect to the database. Please check release notes before installing to see if a database upgrade is required.

Additional setup options

Additional setup options are accessible from the initial screen of the installer.

When installing a new database on a network, choose the **Cochlear Database** option and run this setup from the selected networked PC or Server.

When upgrading Custom Sound Suite software to a networked database, choose the **Cochlear Database Manager** option.

Post installation

After completing the installation of the Custom Sound suite, you should review the following post-installation tasks and, if necessary, perform the tasks that are applicable to your system.

Run the application

Running the application allows you to check that the install has been successfully completed and that Custom Sound software is able to connect to the database correctly.

To run Custom Sound software:

1. Double click on the Custom Sound software icon that can be found on the desktop, or in the Windows menu under Cochlear.
2. Follow the log in prompts and enter the application.
3. If connecting to an **existing database**, you should see existing patients in the **Patient List**. If the patient list appears empty, there may be an issue with the database connection.

If connecting to a **new database**, the patient list will appear empty.

4. Connect a programming pod and a sound processor to the computer and check that both are visible in the status bar in the software.

Regional options

Some features or products are only available in Custom Sound software by activating a regional option. Regional options are activated using the Research and Regional Options Manager. Option information is specified in regional options files (*.cofx).



Note:

- The **Change Research and Regional Options** menu option is greyed out and not available when a session is open. Before activating a regional option, you need an authorisation key for the option you want to activate.

To activate regional options while running the application:

1. Click **Tools > Change Research and Regional Options** in the Menu bar.

The Research and Regional Options Manager wizard displays.

2. Click the **Activate options** option button.
3. Click **Next**.
4. Click **Browse** and select the relevant regional options file (*.cofx).
5. Click **Open**.
6. Type the authorization key for the option.
7. Click **Next**.
8. Read the conditions and select the **I Accept** checkbox.
9. Click **Activate Options**.
10. Click **Close** to close the Research and Regional Options Manager.

The selected regional option is activated.

Manage auto-updates

If you have clinic administrator permission, you can manage the auto-update preferences for Custom Sound software.

Task steps:

1. Click on **Tools > My Clinic** in the Menu bar.

The My Clinic window displays a list of registered clinicians.

2. Click the **Edit Clinic Details** link.

The Clinic Details window General tab displays.

3. Select the **Auto Update** tab.

4. Select one of the auto-update options from the Preferences.

- Automatically download but ask me to install update on application close.
- Notify me of updates. I will choose when to download and install the update.
- Do not download or install update.

The OK button becomes active as soon as a change has been made.

5. Click **OK** to save the changes and close the Clinic Details window.


Result:

- The auto-update preferences are modified.

Cochlear Database Manager

A database is automatically created, or the application is configured to connect to a network database when the Custom Sound Suite is first installed. The database is shared across Custom Sound software and Custom Sound EP software and contains the records for all patients created in either application. The Cochlear Database Manager allows you to manage databases and to select the database you want to connect to.

The Cochlear Database Manager contains the following tabs:


- **Connections:** displays the list of connections to existing databases. When you log on to Custom Sound software or Custom Sound EP software, the software connects to the database specified by the current connection. The connection that is currently in use is indicated by a **Check** symbol .
- **Databases:** displays the list of existing databases. The Databases tab allows you to connect to the database server, create new databases and manage existing databases.

Create or edit a connection

The Cochlear Database Manager allows you to create a new connection to an existing database, and to edit or delete existing connections.

Task steps:

1. Navigate to the Windows **Start** menu.
2. Open the Cochlear Database Manager from the Windows Start menu.
3. Click **Add** in the **Connections** tab.

The Add Connection window displays. Mandatory boxes are indicated by a **Required** symbol .

4. Type a name for the connection in the **Connection Name** box.
5. Type the name of the server on which the database resides in the **Server\Instance Name** box.
6. If a password is required to log on to the database server, select the **Use a Specific Username and Password** option button and type the username and password in the appropriate boxes.
Otherwise, retain the **Use Windows Integrated Security** option button.
7. Select the database you wish to connect to from the **Database** drop-down list.
8. To adjust the amount of time that Custom Sound software or Custom Sound EP software will wait for a response from the database server, type the number of seconds in the **Connection Timeout** box.
9. Click **OK**.
10. To select the new connection as the default, right-click on the connection and select **Set as Active Connection**.

The connection is marked with a **Check** symbol .

Result:

- The connection is added to the Connections list.

To edit a connection, right-click on the connection and select **Edit Connection**. Edit the existing details as required, and click **OK**.

To delete a connection, right-click on the connection, select **Delete Connection** and click **Yes** to confirm the deletion. Deleting a connection does not delete the database it connects to.

Connect to a server

In order to create or manage databases, you must first connect to the server on which the databases reside.

Task steps:

1. Navigate to the Windows **Start** menu.
2. Open the Cochlear Database Manager from the Cochlear folder, under the Windows Start menu.
3. Click the **Databases** tab in the Cochlear Database Manager.
4. Click **Connect**.

The Connect window displays.

5. Type the name of the server on which the databases reside in the **Server\Instance Name** box, or retain the default setting.
6. Retain the **Use Windows Integrated Security** option button.

Alternatively, select the **Use a Specific Username and Password** option button and type the username and password for the database server in the appropriate boxes.

7. Click **OK** to save the changes and close the Connect window.

The databases that exist on the server display in the Database list.

Result:

- Cochlear Database Manager is now connected to the server.

Once the connection to the server has been established, the Cochlear Database Manager allows you to:

- Create a new database
- Upgrade a database
- Back up or restore a database
- Delete a database

Create a database

The Cochlear Database Manager allows you to create a new database as desired. By default, a connection to the new database is automatically created, but is not selected as the default connection.

Task steps:

1. Navigate to the Windows **Start** menu.
2. Open the Cochlear Database Manager from the Cochlear folder, under the Windows Start menu.
3. Click **Create** in the **Databases** tab.

The Create Database window displays.

4. Type a name for the database in the **Database** box.
5. Type the clinic and clinician names in the appropriate boxes.

The clinician name is used to automatically create a clinician with clinic administrator rights in Custom Sound software.

6. Type a name for the connection in the **Connection Name** box.
7. Retain the **Use Windows Integrated Security** option button.

Alternatively, select the **Use a Specific Username and Password** option button and type the username and password for the database server in the appropriate boxes.

8. Click **Create**.

The database displays in the Database list, and a connection is created in the **Connections** tab.

Result:

- The new database is created.

If you do not wish to automatically create a new connection when the database is created, clear the **Create a New Connection for This Database** check box.

Upgrade a database

An existing database may need to be upgraded when a new version of the Custom Sound software is released. By default, the Cochlear™ Database Manager backs up the existing database prior to performing the upgrade.

Task steps:

1. Navigate to the Windows **Start** menu.
2. Open the Cochlear Database Manager from the Cochlear folder, under the Windows Start menu.
3. Select the database in the Database list.
4. Click **Upgrade**.
5. Type a file location and filename for the backup file, or retain the default file path.
6. Click **Upgrade**.

Result:

- The database is upgraded.

If you do not wish to back up the database prior to upgrading, clear the **Backup the Database Before Upgrading** check box.



Note: When you upgrade the Custom Sound software from 2.0 or later, the installer provides the option to upgrade the database. When the upgrade option in the installer is selected, the Custom Sound software database that is currently in use is upgraded. Any additional databases or databases created using an earlier version of the software can be upgraded using the Cochlear Database Manager.

Back up or restore a database

The Cochlear Database Manager allows you to back up a database to an external file. A database can be restored from a previous backup if required.

To back up a database:

Task steps:

1. Navigate to the Windows **Start** menu.
2. Open the Cochlear Database Manager from the Cochlear folder, under the Windows Start menu.
3. Select the database in the Database list.
4. Click **Backup**.
Alternatively, right-click on the database and click **Backup**.
5. Type a file location and filename for the backup file, or retain the default file path.
6. Click **Backup**.

Result:

- A backup of the database is saved to the specified location.

To restore a database:

Task steps:

1. Click **Restore** in the **Databases** tab.
2. Type a new name for the database in the **Database** box.
3. Type the file path of the file you wish to restore in the **Backup File** box.
Alternatively, click **Browse**, navigate to the desired file, and click **OK**.
4. Click **Restore**.

Result:

- The restored database displays in the Database list.

Delete a database

Databases that are no longer required can be deleted from the Database list. A deleted database cannot be restored. A database can only be restored from a backup file, and it is recommended you back up the database prior to deletion.

Task steps:

1. Navigate to the Windows **Start** menu.
2. Open the Cochlear Database Manager from the Cochlear folder, under the Windows Start menu.
3. Select the database you wish to delete in the Database list.
4. Click **Delete**.

Alternatively, right-click on the database and select **Delete Database**.

5. Click **Yes** to confirm the deletion.

Result:

- The selected database is no longer available.

Troubleshooting

Issue	Resolution
You have an issue during installation with access rights to the local computer or the installation fails to run.	<p>To clear this issue, try the following steps:</p> <ol style="list-style-type: none">1. Before attempting to install again:<ul style="list-style-type: none">• Sign in as an Administrator or an account with administrator rights.• Empty the TEMP folder. (To open the TEMP folder, type %TEMP% in the address bar of Windows Explorer and press Enter).• Disable the anti-virus software. Make sure windows defender is disabled.2. Try to install again:<ul style="list-style-type: none">• Run the Custom Sound installer previously downloaded.
Custom Sound is blocked by anti-virus software when running it after installation.	<p>Add Custom Sound to the white-list of any anti-virus software installed on the local computer. For more information on how to do this, consult the help or support documentation for your anti-virus software.</p>

Issue	Resolution
<p>You get a pop-up during the installation process that some dependencies failed to install. For example, Microsoft .NET framework.</p>	<p>To clear this issue, try the following steps:</p> <ol style="list-style-type: none"> 1. Before attempting to install again: <ul style="list-style-type: none"> • Sign in as an Administrator or an account with administrator rights. • Empty the TEMP folder. (To open the TEMP folder, type %TEMP% in the address bar of Windows Explorer and press Enter). • Disable the anti-virus software. Make sure windows defender is disabled. 2. Update windows <ul style="list-style-type: none"> • Run the windows 'Check for updates' command. • Restart your system once the updates have been installed. 3. Try to install again: <ul style="list-style-type: none"> • Run the Custom Sound installer previously downloaded.
<p>You get a message during installation that SQL Server has not installed correctly or that there is an issue accessing or creating the database.</p>	<p>For standalone installations, try the following steps:</p> <ol style="list-style-type: none"> 1. Before attempting to install again: <ul style="list-style-type: none"> • Sign in as an Administrator or an account with administrator rights. • Empty the TEMP folder. (To open the TEMP folder, type %TEMP% in the address bar of Windows Explorer and press Enter). • Disable the anti-virus software. Make sure windows defender is disabled. 2. Update windows <ul style="list-style-type: none"> • Run the windows 'Check for updates' command. • Restart your system once the updates have been installed. 3. Try to install again: <ul style="list-style-type: none"> • Run the Custom Sound installer previously downloaded.

Issue	Resolution
	<p>For network installations, try the following steps:</p> <ol style="list-style-type: none"><li data-bbox="652 271 1313 674">1. Before attempting to install again:<ul style="list-style-type: none"><li data-bbox="743 327 1313 405">• Sign in as an Administrator or an account with administrator rights.<li data-bbox="743 421 1313 577">• Empty the TEMP folder. (To open the TEMP folder, type %TEMP% in the address bar of Windows Explorer and press Enter).<li data-bbox="743 593 1313 674">• Disable the anti-virus software. Make sure windows defender is disabled.<li data-bbox="652 689 1313 920">2. Update windows<ul style="list-style-type: none"><li data-bbox="743 745 1313 824">• Run the windows 'Check for updates' command.<li data-bbox="743 840 1313 920">• Restart your system once the updates have been installed.<li data-bbox="652 936 1313 1144">3. Check the connection to the Server<ul style="list-style-type: none"><li data-bbox="743 992 1313 1144">• Run CMD (as admin): PING <server ip address> to check that the client is able to connect to the server and that the server is running.<li data-bbox="652 1160 1313 1301">4. Try to install again:<ul style="list-style-type: none"><li data-bbox="743 1216 1313 1301">• Run the Custom Sound installer previously downloaded.

Legal statement

The statements made in this Custom Sound Suite Version 6.2 Installation Guide are believed to be true and correct as of the date of publication. However, specifications are subject to change without notice.

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