

How to Order a Free Wireless Accessory for a Cochlear BAHA



If your child has been issued with a Cochlear sound processor (BAHA) then Cochlear will provide a free wireless device for this, however you have to order this yourself. It is a simple process though. **PLEASE NOTE: You can only claim your True Wireless Device for a period of 6 months from the date of implant activation. Only one Cochlear True Wireless Device is available per recipient (upgrades or new systems both qualify).**

There are a number of devices that you can choose from:



Cochlear Wireless Mini Microphone 2+
For conversation in busy environments



Cochlear Wireless Phone Clip
Hands-free phone calls direct to your processor



Cochlear Wireless TV Streamer
Streams sound from your TV to your processor



Cochlear Remote Control 2
Allows greater control over your Baha® Sound settings

Only compatible with Baha® products

The most popular choice is the Mini Microphone 2+. This device can be used in your child's school and will relay the speaker's voice to the sound processor device which helps to overcome background noise. You can watch videos demonstrating the devices and informing you about the benefits of these devices before you choose, please visit:

www.cochlear.com/uk/wireless-interactive-demo

Step by step ordering process:

- 1) You must register as a member of Cochlear, however you just need an email address and it is free. It is quick and simple to do. Join online at www.cochlear.com/family
- 2) Once you've become a Cochlear Family member, you can order your chosen device by contacting the Customer Services team on: **01932 263620**, or email: ukorders@cochlear.com quoting reference "True Wireless" in the subject line and stating that your child has received a new device and the wireless device you would like to order.
- 3) You will need the serial number of your processor ready if phoning or state this in the email. This can be found on the stickers on your processor box, or on the underside of your processor.



- 4) You will receive an email back stating that your order has been received and a reference number. The device will be sent by courier to the address provided by you.
- 5) Once the wireless device has been received there are start up manuals in the box and support videos online at www.cochlear.com
- 6) Your child's Teacher of the Deaf will be able to support your child and school staff in using the mini microphone device in a setting.