

Device support and troubleshooting resources



Cochlear™ self-service resources available 24/7



Device basics www.cochlear.us/devicebasics

Watch how-to videos for things like pairing sound processors with a phone or wireless device. User guides and manuals also live here.



Device support www.cochlear.us/devicesupport

Browse troubleshooting articles on common problems such as sound quality or battery life. Submit a device for repair and use our chat bot to contact Cochlear support.

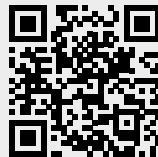


Rather talk on the phone? 800 483 3123 x 2

Hours:
Mon–Fri: 6:00am–6:00pm MT
Saturday: 8:00am–12:00pm MT
(translation services available)



Scan the QR code to learn device basics



Scan the QR code to get device support

Cochlear Account www.cochlear.us/cfaccount

Creating an account allows you to view all of your devices, accessories and warranty status and enrolls you in the Cochlear Family. Having an account is required to take advantage of advanced features in the smart apps, Remote Check, service request portal and the online store.

Scan the QR code to create an account



Please seek advice from your health professional about treatments for hearing loss. Outcomes may vary, and your health professional will advise you about the factors which could affect your outcome. Always read the instructions for use. Not all products are available in all countries. Please contact your local Cochlear representative for product information.

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