

Welcome to the NCCU Bose Headphone page

The headphones have kindly been donated by Mater Foundation. Each bedspace will have access to a set of headphones to help enhance your Family Experience.

Please read the information below before use to ensure you are aware of some of the key points around the use of the headphones in Mater Mothers Neonatal Critical Care Unit.

Labels

Each set of headphones are labelled according to allocated cot number for Bluetooth recognition (eg. NCCU 620). Please DO NOT change the name of the headphones to avoid confusion for others.

Cleaning

We ask you to please clean the headphones before and after use (with neutral detergent wipes freely available within the pods).

When not in use

Please ensure headphones are switched OFF and charging when not in use. This can be done by using the button on the Right side of earphone.

Bluetooth connection

Basic troubleshooting for Bluetooth connection issues- first step is to switch Bluetooth off/on on your device. If this fails, please try restarting your phone and device.

Forget the device

It is very important that if your baby is moved to a different bedspace that you 'Forget the device' for the headphones in the previous bedspace to avoid crossover of Bluetooth signals.

Parents

The headphones are parent's responsibility. Staff will be unable to assist with technical issues. The link below will take you directly to the Bose headphone website which has Bluetooth and troubleshooting information.

If you are still having trouble please visit the [BOSE trouble shooting page here](#).