

Neuro 2 Quick Diagnostic Guide



This guide will help you if you are facing an unusual situation when using your Neuro 2. Before contacting your Oticon Medical customer service or distributor, please follow the steps below to identify whether the issue comes from your Neuro 2 or its accessories.

First steps: when the sound processor is not connected to the implant



Visual control

Check the appearance of the sound processor (no damage, intact connectors, etc.) and that all parts are properly connected (antenna, magnet, antenna cable, battery module).



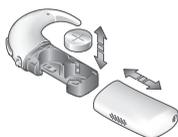
Side indication (only for bilateral implantation)

Check that you place and use the sound processor on the ear for which it has been programmed.

Press and hold the upper part of the push button.

— Continuous green light for the left ear

— Continuous orange light for the right ear



Battery conditions

- For Zinc Air batteries: check the expiry date. If it is passed, change for 2 new batteries recommended by Oticon Medical (type 675 or PR44)
- For Li-Ion batteries: ensure batteries are fully charged

If one of the two batteries options doesn't work, try with the other battery option as a back up to ensure finding the defective part.



Spare parts (antenna and antenna cable)

- Check you are using the proper antenna type (SD/LD) defined by the audiologist.
 - Check the antenna and antenna cable are not visually damaged.
- If any malfunction, try with another part of the same type as a backup.



Sound processor switch on

Check the sound processor is switched on by connecting a battery module or by having a long press on the upper part of the push button:

— Correct functioning: The sound processor is switching on (orange)
The green light indicates the sound processor is ready

— A problem has occurred

— Long red light indicates an issue



Microphones

Check the functioning of the microphones, simply talking to the sound processor:

● Green light indicates the microphones are working fine

● Orange light indicates a problem with one of the two microphones
Carefully brush away any dust, dirt or dead skin from the microphone openings with a soft brush and check if the problem persists.

Second steps: when the sound processor is connected to the implant

Use a mirror or ask someone to check the colour of the light.



Volume

Check that the volume is suited to the listening conditions and the sound processor is not in a muted mode:

Have a repeated short press on the upper part of the push button to increase the volume.

●  When maximum volume is reached, the orange light will appear and you will hear 3 beeps.



Programme selection

Check the programme selection is suited to the listening conditions:

Hold down the upper part of the push button (long press) to change to another programme.

 Before any sound processor return, you must go through the Quick Diagnostic Guide steps to ensure the fault comes from your sound processor, and not from its accessories.

 You must read the “Troubleshooting” and “Care and maintenance” sections in the Instructions for Use to help you determine the issue.

If it is an issue with the spare parts, there won't be any processor exchange. Make sure to re-order one from your Oticon Medical customer service or distributor. You must always have a back up also of each spare parts for trouble shooting your sound processor.

If the problem persists, contact your local Oticon Medical customer service or distributor.

If you agreed to send back your faulty sound processor*:

1. Duly fill in the Service Request Form (ask your local Oticon Medical customer service or distributor or download it on www.oticonmedical.com).
2. Send by email the Service Request Form and the settings file (placed by the clinician in the USB memory stick) of the sound processor to your local Oticon Customer Service.
3. As Neuro 2 is only dealt with through the standard exchange programme, you will receive a replacement sound processor.
4. Insert the printed Service Request Form in the Oticon Medical packaging (received with the replacement sound processor) with the defective sound processor. Send it back to your local Oticon Medical customer service.

 DO NOT send accessories (antenna, magnet, antenna cable, etc.).

For security reasons, DO NOT send batteries module neither.

* Way of return a faulty sound processor may differ according to countries, please refer to your local Oticon Medical customer service.

Because sound matters

Oticon Medical is a global company in implantable hearing solutions, dedicated to bringing the magical world of sound to people at every stage of life. As a member of one of the world's largest groups of hearing healthcare companies, we share a close link with Oticon and direct access to the latest advancements in hearing research and technologies. Our competencies span more than a century of innovations in sound processing and decades of pioneering experience in hearing implant technology.

By working collaboratively with patients, physicians and hearing care professionals, we ensure that every solution we create is designed with user needs in mind. We share an unwavering commitment to provide innovative solutions and support that enhance quality of life for people wherever life may take them. Because we know how much sound matters.

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