

# Neuro One Quick Diagnostic Guide



For more details, please refer to the Neuro One instructions for use

1

## Visual control

Check the status of the sound processor (correct cable condition and connection, locked battery door, intact batteries contacts, correct antenna type).

2

## Selector wheel

Check the selector wheel (C) is switched on, and light indicator (E) blinks twice. Check the selector wheel position is suited to the listening conditions.

3

## Program push button

Check the program selection is suited to the listening conditions. Press the push button (D) to try another program.

4

## Batteries

Change both batteries. Make sure the batteries recommended by Oticon Medical are being used.

5

## Microphones

Check the quality of microphones using the microphone earphones on the auxiliary input (G).

6

## Antenna cable

Check the condition of the antenna cable using the Self Check diagnostic function. Press the push button (D) for 6 seconds. If the test reveals a malfunction, please replace the antenna cable and try again. If the test still reveals a malfunction, go to §7.

7

## Antenna

Check the condition of the antenna using the Self Check diagnostic function. If the test reveals a malfunction, please replace the antenna with the same antenna type (SD or LD) and try again. If the test still reveals a malfunction, go to §8.

8

**If the Self Check test still reveals a malfunction**, please contact your local Customer Service to proceed to a processor exchange.

9

## Global sound processor error

If the sound processor restarts and the light flashes quickly then extinguishes, please contact your local Customer Service to proceed to a processor exchange.

10

## IMPORTANT:

Please remember to send your defective sound processor WITHOUT its accessories (antenna, cable).

For any further information, please contact your local Customer Service. Contact details are available on the website.

Because  
sound matters

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