

Neuro One Sound Processor  
Troubleshooting



# Neuro One Sound Processor Troubleshooting

This document is dedicated to helping you find a solution if you have any problem with your Neuro One sound processor.

## Test conditions:

Always use new batteries in all equipment when testing.

## Test equipment needed:

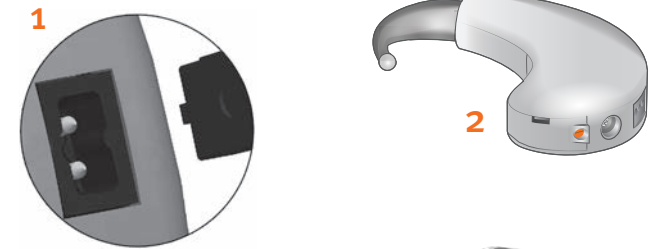
- Microphone earphones (M80351)
- Screwdriver (M80374)
- A set of functional accessories (antenna, magnet, antenna cable)



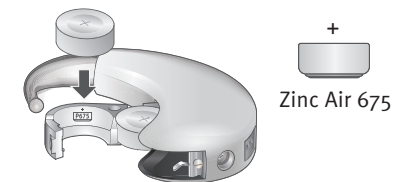
## No sound is received

1. Check the status of the sound processor

1. Correct connection of the antenna cable.
2. Locking of the battery compartment.
3. Position of the selector wheel.
4. Program selected.



2. Change both batteries



## Test conditions:

Always use new batteries in all equipment when testing.

## Test equipment needed:

- Microphone earphones (M80351)
- Screwdriver (M80374)
- A set of functional accessories (antenna, magnet, antenna cable)

## No sound is received

3. Check the quality of the microphone using the microphone earphones (M80351).

The microphone earphones should be connected to the auxiliary input.



4. Check that the antenna cable and the antenna are working properly using the integrated Self Check function.

### The test is carried out as follows:

- Position the antenna on the skin, opposite the implant.
- Press the push button **D** for 6 seconds.
- If the test is successful, an audible beep sounds and the orange led **E** flashes for 15 seconds.



5. If the problem persists, please contact the Oticon Medical Customer Service.



## Test conditions:

Always use new batteries in all equipment when testing.

## Test equipment needed:

- Microphone earphones (M80351)
- Screwdriver (M80374)
- A set of functional accessories (antenna, magnet, antenna cable)

## Intermittent sound

1. Check that the position of the selector wheel **1** and the program selection **2** are suited to the listening conditions.



2. Check that the antenna cable and the antenna are working properly using the integrated Self Check function.

### The test is carried out as follows:

- Position the antenna on the skin, opposite the implant.
- Press the push button **D** for 6 seconds.
- If the test is successful, an audible beep sounds and the orange led **E** flashes for 15 seconds.



3. If the problem persists, please contact the Oticon Medical Customer Service.



## Test conditions:

Always use new batteries in all equipment when testing.

## Test equipment needed:

- Microphone earphones (M80351)
- Screwdriver (M80374)
- A set of functional accessories (antenna, magnet, antenna cable)

## Reduced or distorted sound

1. Check that the position of the selector wheel **1** and the program selection **2** are suited to the listening conditions.



2. Check the quality of the microphone using the microphone earphones (M80351).

The microphone earphones should be connected to the auxiliary input.



M80351



3. If the problem persists, please contact the Oticon Medical Customer Service.



## Test conditions:

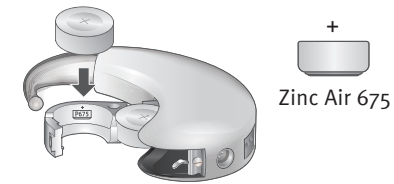
Always use new batteries in all equipment when testing.

## Test equipment needed:

- Microphone earphones (M80351)
- Screwdriver (M80374)
- A set of functional accessories (antenna, magnet, antenna cable)

## Insufficient battery life (less than a working day)

1. Change both batteries / Check the type of batteries used (type P675 or PR44).



2. Check that the care instructions are being observed (“Care and user instructions” section).
3. Check that the proper antenna type defined by the audiologist is being used (antenna LD or SD).



4. If the problem persists, please contact the Oticon Medical Customer Service.



**Test conditions:**

Always use new batteries in all equipment when testing.

**Test equipment needed:**

- Microphone earphones (M80351)
- Screwdriver (M80374)
- A set of functional accessories (antenna, magnet, antenna cable)

## Problem of holding the antenna

The antenna is held on the skin opposite the implant by means of a magnet.

1. If it is held too tightly, loosen (1) the magnet by turning it in the direction indicated by the arrows, or change the magnet force. The underside of the magnet indicates the magnetic force.
2. If it is not held tightly enough, re-tighten (2) the magnet by turning it in the opposite direction to that indicated by the arrows, or change the magnet force. The underside of the magnet indicates the magnetic force.
3. Change the position of the antenna.



4. If the problem persists, please contact the Oticon Medical Customer Service.



**WARNING:** In case of skin redness or irritation during the routine use of the device, it is recommended to change the magnet force.

**Test conditions:**

Always use new batteries in all equipment when testing.

**Test equipment needed:**

- Microphone earphones (M80351)
- Screwdriver (M80374)
- A set of functional accessories (antenna, magnet, antenna cable)

## The sound processor restarts

In case of significant error that may alter the stimulation, the sound processor restarts (leading to momentary power loss).

1. Check that the light **E** flashes and quickly fades.



2. If the problem persists, please contact the Oticon Medical Customer Service.





## IMPORTANT:

Any equipment sent to Oticon Medical Customer Service must be accompanied by a detailed description of the symptoms.

The Neuro One sound processor contains high performance electronic components.

Please refer to care and user instructions provided within the packaging to ensure optimal use of the device.



### Contact us:

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

### Oticon Medical

 Neurelec S.A.S  
2720 Chemin Saint-Bernard  
06220 Vallauris - France  
Tel. +33 (0) 4 93 95 18 18 – Fax + 33 (0) 4 93 95 38 01  
Email: [info@oticonmedical.com](mailto:info@oticonmedical.com)