

Because sound matters

Oticon Medical is a global company in implantable hearing solutions, dedicated to bringing the power of sound to people at every stage of life. As part of the Demant Group, a global leader in hearing healthcare with more than 16,500 people in over 30 countries and users benefitting from our products and solutions in more than 130 countries, we have access to one of the world's strongest research and development teams, the latest technological advances and insights into hearing care.

Our competencies span more than a century of innovations in sound processing and decades of pioneering experience in hearing implant technology. We work collaboratively with patients, physicians and hearing care professionals to ensure that every solution we create is designed with users' needs in mind. We have a strong passion to provide innovative solutions and support that enhance quality of life and help people live full lives – now and in the future. Because we know how much sound matters.



Oticon Medical

NEURELEC
2720 Chemin Saint-Bernard
06220 Vallauris – France
TEL: +33 (0) 4 93 95 18 18
FAX: + 33 (0) 4 93 95 38 01
info@oticonmedical.com

Neuro 2 Quick Help Guide

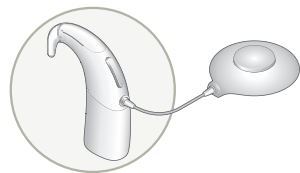


Important steps for checking the status of your Neuro 2

If your Neuro 2 sound processor is not functioning properly, this guide can help. Before deciding to return a sound processor, you should ensure the fault comes from your sound processor and not from another part of the Neuro 2: the antenna, the magnet, the antenna cable or the battery module. Following the steps below will help you identify whether the issue comes from the sound processor or another part.

First steps

Check status for normal view 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).

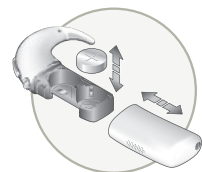


Right and left side (only for bilateral implantation)

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:

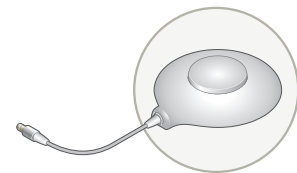
- Continuous green light for the left ear
- Continuous orange light for the right ear



Battery conditions

- For Zinc Air batteries: Check the expiry date. If it has passed, replace with 2 new batteries recommended by Oticon Medical (type 675 or PR44)
- For Li-Ion batteries: Ensure batteries are fully charged

If the appropriate option above does not solve your issue, please try using the other battery type to locate where the defect is.



Spare parts (antenna and antenna cable)

- Check that you are using the proper antenna type (SD/LD) defined by the audiologist
- Check that the antenna and antenna cable are not visibly damaged

If your system is still not working correctly, please try with a spare part of the same type.



Sound processor switch on

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

- Correct functioning: The sound processor switches on (orange); the green light indicates the sound processor is ready
- A problem has occurred
- Long red light: The sound processor is powering off; if this is unintentional, replace the batteries



Microphones

Check the functioning of the microphones by simply talking to the sound processor. This function only works in the time between turning on your sound processor and connecting to the implant or pressing any button.

- 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

Check status of volume or programme. This can be done while wearing or holding your sound processor.



Volume

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

Repeat a 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 that 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.

Tip: If wearing your processor, you can use a mirror or ask someone to check the colour of the light sequences.

Overview of Neuro 2 sound processor

Neuro 2 main parts



Tip: Try to have backup parts available in case additional checks are necessary.

See the “Troubleshooting” and “Care and maintenance” sections in the Instructions for Use of your Neuro 2 sound processor to identify and solve problems.

How do I return a malfunctioning Neuro 2 sound processor back to Oticon Medical?

If the problem is with the Neuro 2 sound processor itself, then please contact your local Oticon Medical Customer Service representative to initiate an exchange. If you agree to send back your faulty sound processor:

- Fill in a Service Request Form. This form can be downloaded on our website www.oticonmedical.com or you can ask your local Oticon Medical Customer Service representative or your distributor for it.
- Email your Service Request Form and your settings file to your local Oticon Medical Customer Service representative. Your setting files are usually stored in a USB memory stick by your hearing care professional.
- Oticon Medical does not repair Neuro 2 sound processors, so you will receive a replacement device.
- When you receive the replacement product, you will also receive the Oticon Medical return packaging. Please place the malfunctioning product in the return packaging with a paper copy of our Service Request Form and mail it back to your local Oticon Medical Customer Service representative.

The process for returning a faulty sound processor may differ by country. Shipping times and methods vary by region. Please refer to your local Oticon Medical Customer Service guidelines for more information.

Should I return the Neuro 2 sound processor with the other parts?

You should return the Neuro 2 sound processor alone without other parts (antenna, magnet, antenna cable, battery modules). In all cases, shipping restrictions apply to Li-ion battery modules and shall be shipped ground only.

Another part of my Neuro 2 is not functioning properly. What should I do?

Please contact Oticon Medical Customer Service or your distributor for replacement of the part. If the problem is related to an issue with another part of the Neuro 2, you will not receive a sound processor exchange.

What should I do if my sound processor or a part is malfunctioning and no longer under warranty?

Please contact your local Oticon Medical Customer Service representative or your distributor who will verify if the product is no longer under warranty and discuss your options.