TOOLS for SCHOOLS™ Program



Using & Troubleshooting the Neptune™ Sound Processor

Name Title





Mission

At Advanced Bionics we are *dedicated* to improving lives by developing technologies and services that help our recipients achieve their full potential.

- Our commitment to putting patients first and providing the best possible hearing *performance* remains at the forefront of all that we do.
- The trust patients place in us inspires us to act with *integrity* and transparency as we strive for excellence each and every day in all that we do.

To learn more about Advanced Bionics visit AdvancedBionics.com



Advanced Bionics







Partners for Better Hearing



Tools for Schools

Today's presentation is just one of many valuable <u>FREE</u> resources provided by Advanced Bionics' Tools for Schools™ program (TFS™).

The goal of the TFS program is to:

- Help school aged children with cochlear implants succeed in the classroom.
- Ease your workload and save you time.
- Educate parents and professionals about CI technology.
- Provide support for effective teaming between the School, CI center and Home.

Visit <u>www.advancedbionics./tfs</u> to learn more.





What You Will Learn Today

- Features and functions of the Neptune[™] sound processor
- Troubleshooting the Neptune sound processor
- Connectivity with the Neptune sound processor





The HiResolution™ Bionic Ear System

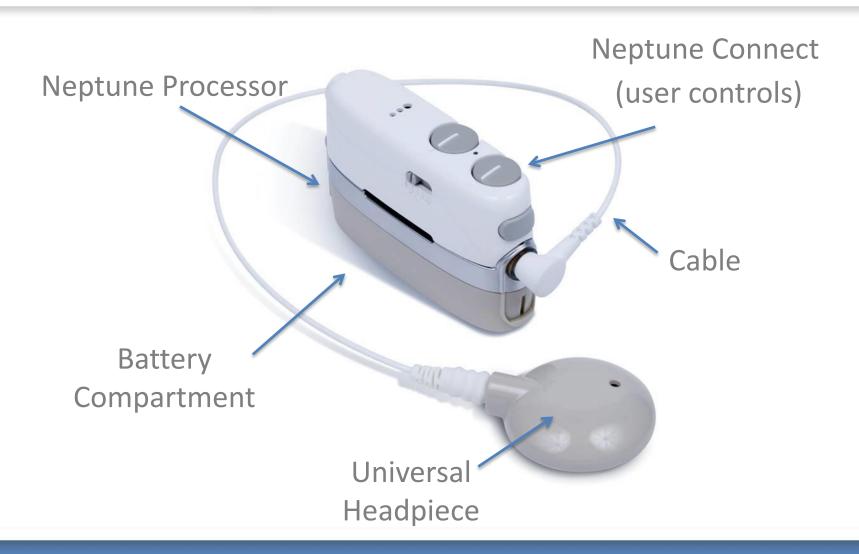


HiRes 90K[™] Advantage Implant

The world's most advanced technology











Wearing Options



Neptune Processor with Neptune Connect

Color Cover



Neptune Processor without Neptune Connect





Wearing Options

Reasons to remove Neptune Connect

- To make Neptune waterproof
- To make Neptune "child proof"
- To make the Neptune smaller



Neptune Processor without Neptune Connect

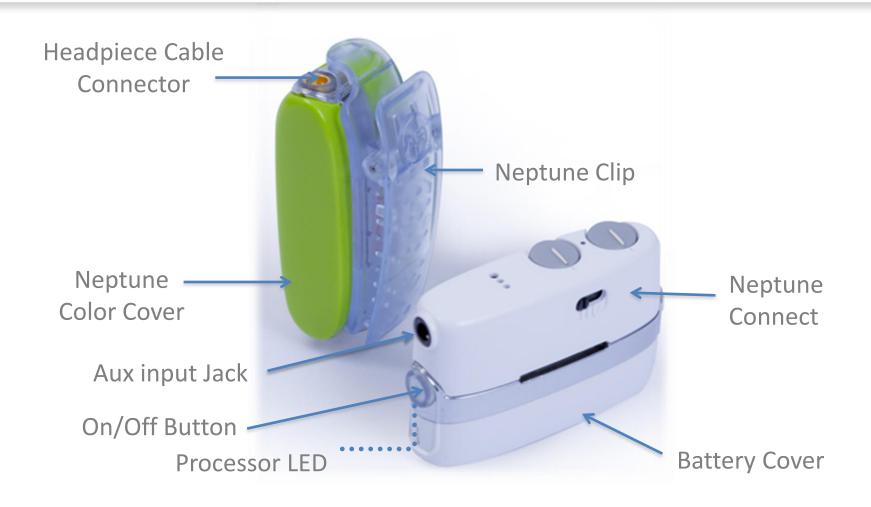




Fun and Bright!











Diagnostic Indicators

Light-Emitting Diode (LED)

- system status
- battery life
- program position
- audio input
- error condition

Audible Alarms

- system status
- battery life
- error condition







Power Options

Single AAA Battery

- Alkaline
- Lithium

Rechargeable AAA battery

- Nickel-metal Hydride (NiMH)







Lithium AAA battery

- Avg 20 hrs
- Range 11-30 hrs

Alkaline AAA battery

- Avg 12 hrs
- Range 6-21 hrs



Rechargeable NiMH AAA battery

- Avg 13 hours
- Range 8-21 hrs





Neptune Connect

- ✓ Easy-to-use,
 - volume dial
 - sensitivity dial
 - program position
- ✓ FM, Roger [™] and Audio Input
- ✓ Listening Check







Removable Module- not needed for daily operation



Neptune Connect

Volume Control

Sensitivity Control

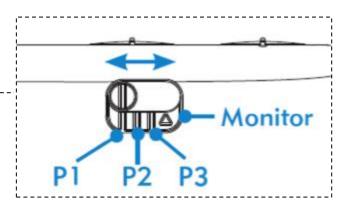


Remember: Volume control is at the end and Sensitivity control is in the middle



Program Switch





Select a program or monitor the headpiece microphone by sliding the Program Switch to the right or left.





Neptune™ Sound Processor

Sync Light

- Verify communication between the Neptune Connect and the sound processor
- Safety feature
- Peace of mind







Sync Light

To sync if Neptune™ is OFF:

- Remove Color Cover and attach Neptune Connect
- Set program & dials
- Turn on Neptune

To sync if Neptune is **ON**:

- Remove Color Cover and attach Neptune Connect
- Confirm program and sensitivity settings on the Neptune Connect
- Turn the volume wheel fully counter-clockwise Sync Light will flash green once
- Return the volume to the typical use position
- The controls are now active







LIGHT

Behavior	Indication
One green flash	Neptune Connect and processor settings are synced. Any changes made to the volume or sensitivity wheel will take effect.
Flashes red once per second	A mismatch exists between Neptune processor settings and Neptune Connect settings. In order to sync settings, turn volume dial all the way down (counter-clockwise); verify green light flashes once; then adjust the controls to desired position(s).
Solid red light	Error condition. If this occurs, remove and re-attach Neptune Connect.



To Detach the Neptune Connect press the release latch









Headpieces Universal Headpiece (UHP)

- Compatible with all AB sound processors
- Designed for use during everyday activities with the exception of swimming and bathing

AquaMic™

- For use with Neptune™ and Naída CI Q70 processors
- Designed for use during swimming and bathing
- IP68 Rating



AquaMic





AquaMic™ vs. UHP

How to tell the difference? Size

UHP is slightly thinner

Color

- UHP underside is black
- AquaMic underside is grey

Cable Connector

Headpiece specific





UHP

AquaMic



Neptune[™] IP 68 Rating



Only AB has the industry's highest rating



Protection against solid foreign bodies

AB offers maximum protection against solid particles.



moisture

Only AB offers the world's first processor and microphone intended for repeated submersions.





T-Comm™

Benefits of T-Comm

- Improved hearing in noise & localization
- Ease of use with telephones, headphones, & Bluetooth receivers
- T-Coil option
- Small & extremely lightweight



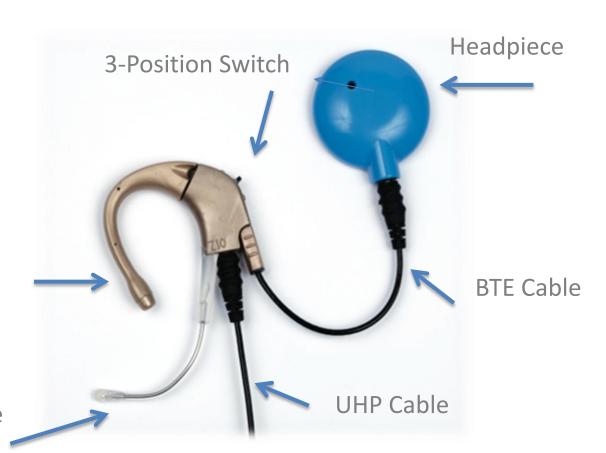




T-Comm[™] Parts

T-Mic[™]

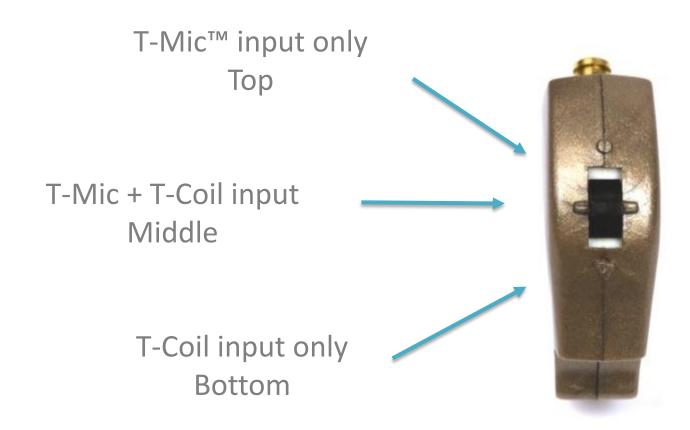
Formable Retention Wire







Using T-Comm™







What You Will Learn Today

- Features and functions of the Neptune[™] sound processor
- Troubleshooting the Neptune sound processor
- Connectivity with the Neptune sound processor





Basic Steps

When a child is not responding as expected:

- 1. Verify the UHP is in place and on the child's head
- 2. Remove the Neptune and UHP from the child. Visually inspect the equipment and replace damaged parts
- Verify the battery is charged
- 4. Verify Neptune settings or reset the Neptune to Program 1
- 5. Place the Neptune and UHP back on the child and use the LED's and/or audible alarms to determine what the problem may be
- 6. Perform a listening check



1. Verify the headpiece is in place on the child's head

- If the headpiece is not on the child's head, place it on the child's head, positioned over the internal implant (you will feel the magnetic attraction)
- Contact the child's parents or audiologist if the headpiece falls off often. This may indicate that the strength of the magnet inside the headpiece needs to be adjusted





2. Visually inspect the child's equipment and systematically replace damaged parts

- Check the Neptune for damage
- Inspect the cable for any twisting, fraying, or breakage.
 Remember the cable is the weakest link.
- Verify the cable clicks or snaps into place when connected to the UHP and processor
- Verify there is no visible damage to the UHP
- Inspect cable ports and jacks for debris. Clean with compressed air if needed
- Replace damaged equipment if necessary



Troubleshooting Neptune™

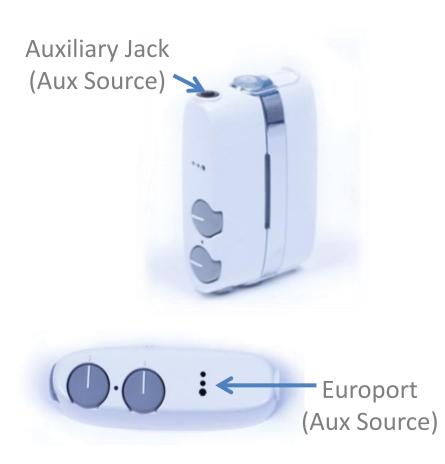
Inspect Ports and Jacks

- Ensure connections are tight
- Look for debris or damage



Headpiece cable connection

Microphone Port (Mic Source)





3. Verify the battery is charged

- Remove the battery and then reattach it to the processor
- The LED (located on the side of the processor) will flash ORANGE to indicate battery status
- 3-4 ORANGE blinks indicates the battery is sufficiently charged to power the processor
- Replace with a fully charged battery if needed





4. Verify settings or Re-set the child's processor to Program 1

- If the child is using the Neptune connect
 - Ensure the processor is set on the correct program with standard volume and sensitivity setting
 - Power off and then re-start the Neptune
- If the child is not using the Neptune connect
 - Power off and then re-start the Neptune processor
 - Hold the power button for 3-5 seconds when powering on to re-set the processor to P1 at default volume and sensitivity settings



5. Use the Neptune's LED indications and audible alarms to determine what the problem may be LED Indicators

FEATURE	COLOR
Battery Status	Orange
Microphone Status	Green
Program Position	Green
CI Status	Red



Troubleshooting Neptune™

LED Indications

Orange Battery Status	 Blinks at start-up: 1-4 quick blinks indicates level of charge with 4 meaning a fully charged battery Solid: Battery is almost depleted Blinks twice every two seconds: Battery depleted and cannot support stimulation Fades Out: Powering down
Red System Status	 Blinks once per second: Loss of lock Blinks rapidly: Wrong implant Solid: Error Condition
Green Microphone & Program Status	 Flickers in response to loud inputs: Mic and sound processor are responding to sound Blinks at start-up: Program position Solid Green: Empty program slot or monitor position



Audible Alarms

Beeps once per second	Yes	Loss of lock with the implant
Beeps rapidly (more than once per second)	Yes	Wrong implant connected
Beeps slowly (once every five seconds)	Yes	Low battery
Two beeps every three seconds	Yes	Battery is depleted and cannot support stimulation
Continuous beep	No	Sound processor error condition. Fully remove and re-insert battery to reset processor.



6. Perform a Listening Check

- Listen to the headpiece microphone/T-Mic/FM/T-Coil
- Say the Ling 6 sounds as you complete the check as these sounds encompass the frequency range of all phonemes
- After completing the Listening Check replace any malfunctioning equipment

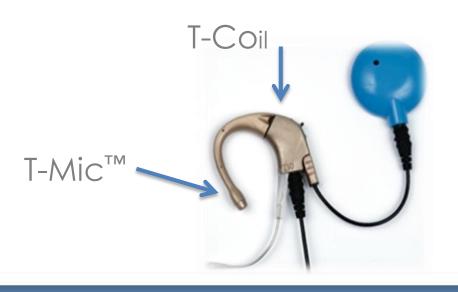


Microphone Inputs



Headpiece Mic

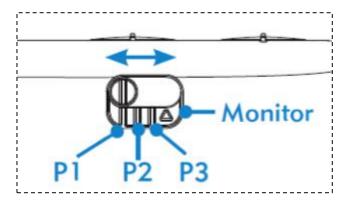






Completing a Listening Check

- Turn on the Neptune™ processor
- 2. Attach the Neptune connect
- 3. Ensure the Neptune Connect and Neptune are synced
- 4. Connect earbuds to the Auxiliary Jack
- 5. Set the program switch to the fourth (triangle) position.
- 6. Speak in a normal voice and monitor output with earbuds/headphones





AB MAKES IT SIMPLE FOR SCHOOLS!

Did you know??

AB makes it Simple for Schools by providing FREE and easy downloadable instructions and pictures to conduct a Ling 6 Sound assessment.

Visit <u>AdvancedBionics.com/tfs</u> and click on Tools for Using the Ling 6 Sounds to print

The Ling 6 Sounds"
"ah", "oo", "eee", "sh", "sss", "mmm"





Troubleshooting

Ask the Right Questions

If you are unable to resolve the problem it is helpful to provide the following information to the child's parent or audiologist so they can complete further troubleshooting:

- When did the problem begin?
- What pieces of equipment seem to be involved?
- Is the problem constant or intermittent?
- Is the problem situational?







What You Will Learn Today

- Features and functions of the Neptune[™] sound processor
- Troubleshooting the Neptune sound processor
- **Connectivity with the Neptune** sound processor





Options in Connectivity



- Natural
- Wireless
- T-Coil
- Direct



Natural Connectivity with the T-Mic[™]

- Natural Placement for headsets, earbuds, or phones
- Access to commercially available audio devices





Wireless Connectivity

Many AB recipients benefit from Roger ™/FM

A system that employs a transmitter/microphone and a receiver to improve the signal-to-noise ratio in difficult listening environments





Compatible Receivers







Roger™



MyLink+



Receiver	Compatible with Neptune
Roger X	Yes
MLxi	Yes
MyLink+	Yes (must use T-Comm)
Roger MyLink	Yes (must use T-Comm)



Wireless FM with the Roger [™] and MLxi

- Remove the Neptune and headpiece from the child
- Ensure that the Neptune is on and synced to Neptune Connect
- Align the three connector pins with the Euro connector as shown
- Adjust the program dial to the proper Roger/FM Program
- Turn down the volume on the Neptune
- Position the headpiece and Neptune in the child's preferred wearing style
- Turn up the volume on the Neptune and Roger/FM system to user settings
- Complete a functional listening check using the Ling 6
 Sound Check or simple sentence materials.





Simply Sync and Connect



Wireless Roger [™] /FM with MyLink+ or Roger MyLink

- Remove the Neptune and headpiece from the child
- Attach the T-comm if it is not already attached for use
- Ensure that the Neptune is on and synced to Neptune Connect
- Ensure the MyLink+ or Roger MyLink is synced to the transmitter/microphone
- Adjust the program switch on the Neptune to the proper FM Program
- Adjust the T-comm to the desired setting- T-Coil or T-coil +T-Mic
- Turn down the volume on the Neptune
- Position the headpiece and Neptune in the child's preferred wearing style
- Hang the Roger MyLink or MyLink+ around the neck of the child
- Turn up the volume on the sound processor and Roger/FM system to user settings
- Complete a functional listening check using the Ling 6 Sound Check or simple sentence materials.





Compatible Phonak Transmitters/Microphones

- The specific Transmitter or Microphone you are using must be compatible with the receiver being used
- Contact Phonak at <u>www.phonak.com</u> for detailed information on compatibility





T-COIL

 For looped areas, compatible phones, or Roger [™] /FM use

 Neptune users must attach the T-Comm to use the T-Coil



T-COMM

Three Position Switch:

Top = T-Mic

Middle = T-Mic + T-Coil

Bottom = T-Coil





Direct



- Requires plugging an interface cable into the Auxiliary Jack on the side of the Neptune Connect
- Items such as MP3 players, tablets, and telephones can be directly connected



Direct

- Use the AB Audio Interface Cable.
- The Interface cable has two 3.5 mm connectors and is compatible with a 3.5 mm jack
- Jack size converters for a 2.5mm port can be found at most electronics stores



Audio Interface Cable



Steps to connect to a portable electronics device:

 Ensure the Neptune is on and synced to the Neptune Connect

- Ensure that the proper program for auxiliary input is selected
- Connect one end of the Audio Interface
 Cable to the 3.5 mm Auxiliary Jack on the side of the Neptune Connect (this cable is not sided)
- Connect the opposite end of the cable to the headphone jack of the audio device.





Direct

Additional interface cables available from AB



The Telephone Adapter



The Telecoil Pick-up (for use with T-Comm[™])



Considerations for Connectivity

Important!

Sync Neptune Connect with the Neptune sound processor before connecting an auxiliary input!





Best Practices in Connectivity

- Verify you are using the correct program and settings for Roger/FM or auxiliary input
- Only connect to battery-powered audio devices
- Only connect to AB tested and approved devices
- Complete a listening check and monitor input and connections



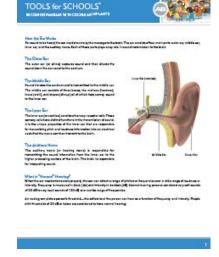


AB Makes it Simple for Schools

FREE resources!!

www.advancedbionics.com/ffs





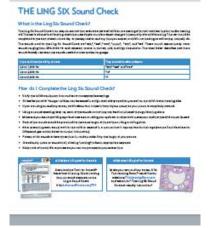


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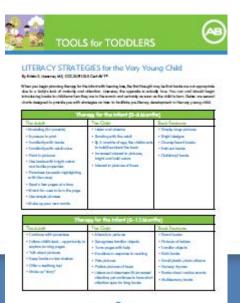
TOOLS for SCHOOLS'



Tools for Toddlers ™ Program

Do you know about Advanced Bionics' Tools for Toddlers program (TFT ™)?

TFT provides free resources created specifically to help support early intervention and pre-school aged children.







Visit the Tools for Toddlers Program at

www.advancedbionics.com/tfs

TFT resources can be found on the lower section of the TFS page



AB Makes It Simple for Schools

Additional FREE Resources

- www.hearingjourney.com
- www.thelisteningroom.com
- www.advancedbionics.com/bea
- www.advancedbioinics.com
 - Take free courses
 - Learn about products
 - Watch videos
 - Download materials and resources
 - Connect with others











Resources & Support

For Educators, Therapists, Recipients, and Families

Online:

Live Chat:

AdvancedBionics.com

Customer Care:

Speak with an audiologist:

Toll Free Phone: 1-877-829-0026

TTY: 1-800-678-3575

Email Questions:

<u>CustomerService@AdvancedBionics.com</u>

<u>ToolsForSchools@AdvancedBionics.com</u>

Monday through Friday, 5 am to 5 pm PST

