

Cochlear™

Nucleus® CP810 Sound Processor and Nucleus® CR110 Remote Assistant Troubleshooting Guide



Hear now. And always



Cochlear®

Symbols used in this guide

**NOTE**

Important information or advice.

**TIP**

Time saving hint.

This troubleshooting guide is not a complete user guide for the Cochlear™ Nucleus® CP810 Sound Processor or the Cochlear™ Nucleus® CR110 Remote Assistant.

Always read the entire user guides and the Important Information booklet for important safety and maintenance information that may not be included here.

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Introduction

From time to time, you may need to troubleshoot your Cochlear™ Nucleus® CP810 Sound Processor or your Cochlear™ Nucleus® CR110 Remote Assistant.

This guide explains how to:

- Perform a maintenance check.
- Use your remote assistant to troubleshoot your processor.
- Troubleshoot your processor or remote assistant step-by-step.



NOTE

Keep the following guides close at hand:

- CP810 Sound Processor User Guide
- CR110 Remote Assistant User Guide

Some of the remote assistant features described in this guide are available only when operating the remote assistant in Advanced mode. For more information, refer to the CR110 Remote Assistant User Guide.

Perform a maintenance check

Performing a maintenance check before troubleshooting can make it quicker and easier for you to find the cause of your problem.

To perform a maintenance check:

1. Inspect the components.
See *Inspect the components* in this guide.
2. Confirm that your processor is receiving sound.
See *Confirm that your processor is receiving sound* in this guide.
3. Check for alerts or errors:
If you have a remote assistant, turn it on and check the screen for visual alerts. Also check your processor battery status.
If you do not have a remote assistant, check your processor indicator light for alerts or errors.

Inspect the components



Figure 1: CP810 Sound Processor, coil and coil cable

Inspecting your processor, coil and coil cable can help you identify dirty or damaged parts which may be causing or contributing to the problem.

Remove the processor, coil and coil cable from your head before doing the inspection. Disconnect any accessory.

Step	Actions
Step 1:	Check the coil cable, and coil cable socket: Disconnect the coil cable from the processing unit. Confirm that the coil cable socket on the processing unit is free of dirt and dust. Reconnect the coil cable to the processing unit. Make sure the coil cable is fully inserted into the coil cable socket. Check that the coil cable has no cracks or bumps. If the coil cable is damaged, replace the coil cable.

Step	Actions
Step 2:	<p>Check the coil:</p> <p>Disconnect the coil cable from the coil.</p> <p>Confirm that the socket on the coil shows no signs of damage.</p> <p>Reconnect the coil cable to the coil. Make sure the coil cable is fully inserted into the socket on the coil.</p> <p>If the socket on the coil is damaged, replace the coil.</p>
Step 3:	<p>Check the battery contacts:</p> <p>Disconnect the battery module from the processing unit.</p> <p>Confirm that the contacts on both the battery module and the processing unit are free of dirt and dust.</p> <p>Reconnect the battery module to the processing unit.</p> <p>Make sure the processing unit and battery module are correctly aligned. Even a slight misalignment can prevent your processor from turning on.</p>
Step 4:	<p>Check the microphone protectors:</p> <p>Confirm that the microphone protectors are in place.</p> <p>Replace the microphone protectors if you notice degradation in the sound quality, or if the protectors look dirty.</p>
Step 5:	<p>Check the accessory socket and cable:</p> <p>Confirm that the accessory socket is free of dirt and dust.</p> <p>Check that the accessory cable has no cracks or bumps. If the accessory cable is damaged, replace the cable.</p>

If any part of your processor, coil or coil cable is physically damaged, contact your clinician.

The CP810 Sound Processor and all accessories are not user serviceable. Only a person authorised by Cochlear Limited should repair your processing unit.

Confirm that your processor is receiving sound

Step	Actions
Step 1:	<p>Check that the coil cable is fully inserted into the coil and into the coil cable socket on the processing unit.</p> <p>Make sure your processor, coil and coil cable are on your head.</p> <p>Check that the coil is properly positioned over the implant.</p> <p>Turn on your processor.</p>
Step 2:	<p>On your processor, switch to microphone input:</p> <ul style="list-style-type: none">• Make sure the telecoil is off.• Disconnect any accessory.
Step 3:	<p>If a hearing person is available, ask them to check for sound using the Monitor Earphones.</p> <p>See <i>How to check for sound using the Monitor Earphones</i> in this guide.</p> <p>If a hearing person is not available, make sure you are in an environment that has sound which is loud enough for you to hear.</p>
Step 4:	<p>If you have a remote assistant:</p> <p>Check the audio meter on the battery status screen. When the processor is receiving sound, the number of bars on the audio meter changes (goes up and down) according to the sound levels.</p> <p>You can also set your indicator light preferences to sound 'on'. When the processor is receiving sound, the processor indicator light displays rapid green flashes.</p>

How to check for sound using the Monitor Earphones



Figure 2: Processor connector (1) and accessory connector (2) on Monitor Earphones

A hearing person can use the Monitor Earphones to detect a signal from the microphones, the telecoil or an accessory.

The Monitor Earphones do not assess signal quality or represent the processed sound a recipient hears.

Step	Actions
Step 1:	To test that your processor is receiving sound: <ul style="list-style-type: none"> • Make sure your processor is on. • Make sure you are in an environment that has sound which is loud enough to hear. • Lift the accessory socket cover of your processor and plug the monitor earphones into the accessory socket. • Listen to sounds.
Step 2:	To test an accessory: <ul style="list-style-type: none"> • Ensure that you can hear sound through the monitor earphones. • Plug the accessory into the accessory connector on the monitor earphones. • Listen to sounds.



Figure 3: Use your remote assistant to troubleshoot your processor

Use your remote assistant to troubleshoot your processor

These features (see Figure 3) on your remote assistant can help you troubleshoot your processor:

- Visual alerts that appear on your remote assistant's screen (1).
- Your remote assistant's status indicator (2).
- The troubleshooting guide on your remote assistant (3).

Respond to visual alerts

If your remote assistant's visual alerts are enabled, a visual alert pops up on your remote assistant screen and an alarm sounds to tell you that something needs your attention. For example, when your processor's battery capacity is low or the coil is off.



TIP

If your remote assistant's visual alerts are disabled:

- You will only see visual alerts on entering the processor status screen.
- To save battery power, there are no visual alerts when your remote assistant is in standby mode.

To learn more about the alert and how to resolve it:

- Press one of the lower soft keys (4) on your remote assistant.
- Follow the suggested action described in this section of this guide.

To clear the alert from the screen, press the Cochlear key (5).



TIP

You may see more than one visual alert, one after the other.

For example, if the coil has fallen off your head and your processor's battery is low, the "Coil has disconnected from the implant" and "Processor battery low" alerts appear one after the other.

To clear multiple alerts from the screen, press the Cochlear key once for each alert.

The following visual alerts may display on your remote assistant:

Processor unavailable

This alert appears if:

- Your processor is turned off.
- Your remote assistant is not within operating distance of your processor.
- There is an obstruction such as a head shadow, a thick wall, a metal table or a bulky object between your remote assistant and your processor.



- There is interference from other electronic devices such as:
 - 2.4GHz cordless digital telephones
 - Bluetooth® devices such as hands free mobile phone kits, wireless keyboards and wireless mice
 - Wireless computing networks such as Wi-Fi
 - Game consoles with 2.4GHz wireless links.
- Your remote assistant is paired with a different processor.

Suggested actions:

Step 1: Make sure your processor is:

- Turned on.
- Within 2 metres (approximately 6 feet) of your remote assistant.
- Paired with your remote assistant.

If this solved the problem, you're done. If not, continue.

Step 2: Move to a different location.

Hold your remote assistant on the same side of the body as your processor.

Make sure your remote assistant's status indicator light is not covered by your hand.

If this solved the problem, you're done. If not, continue.

Step 3: Contact your clinician.



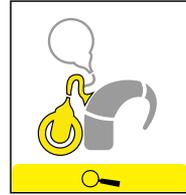
TIP

Your remote assistant has no additional information about the "Processor unavailable" alert. If you press one of the lower keys when this alert appears, the remote assistant displays the troubleshooting guide.

Coil has disconnected from the implant

The coil is no longer picking up a signal from the implant. This alert could mean that:

- The coil has fallen off your head.
- There may be a fault with the coil or coil cable.



Suggested actions:

Step 1: Place the coil back on your head.

Make sure the coil magnet is properly positioned over the implant.

If the coil falls off your head often, try:

- Adjusting the magnet depth, or
- Changing to a stronger magnet.

If this solved the problem, you're done. If not, continue.

Step 2: Check both the coil and the coil cable as described in ***Perform a maintenance check.***

If this solved the problem, you're done. If not, continue.

Step 3: Contact your clinician.

Coil cable not connected

This alert could mean that:

- There is no coil cable connected to your processor.
- There may be a loose connection between the coil cable and the processing unit, or between the coil cable and the coil.
- There may be a fault with the coil or coil cable.



Suggested actions:

- Step 1: Check both the coil and the coil cable as described in ***Perform a maintenance check.***
If this solved the problem, you're done. If not, continue.
- Step 2: Contact your clinician.

Processor battery low

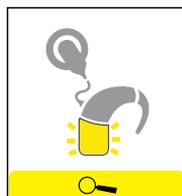
Your processor's battery capacity is almost completely used.

It will depend on the individual power needs of your processor as to how much battery capacity is left when this alert appears.

There could be less than half an hour of battery life left.

Suggested actions:

Replace or recharge your processor batteries as soon as possible.



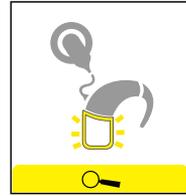
Processor battery empty

Your processor's batteries are empty.

When this alert appears, your processor is no longer receiving sound and will shut down within a few minutes.

Suggested actions:

Replace your processor's batteries immediately.



Remote assistant battery low

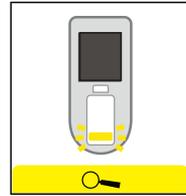
Your remote assistant's battery capacity is almost completely used.

There is approximately 5-10% battery life left.

Suggested actions:

Recharge your remote assistant's battery as soon as possible.

Turn off your remote assistant when you are not using it.



Remote assistant battery empty

Your remote assistant's battery is empty.

Suggested actions:

Recharge your remote assistant's battery immediately using the USB cable and the Cochlear global mains power adaptor.



Processor is not detecting sound

This alert could mean:

- There is a fault with the microphones.
- There is a fault with your processor when the telecoil is on or when an accessory is connected.



Suggested actions:

Step 1: If you have an audio accessory connected:

- Check that the accessory cable is fully inserted into the accessory socket on the processing unit.
- Check that the other end of the accessory cable is fully inserted into the audio source.
- Check that the audio source is working properly.

If this solved the problem, you're done. If not, continue.

Step 2: On your processor, switch to microphone input.

Complete the steps described in ***You do not hear sound.***

If this solved the problem, you're done. If not, continue.

Step 3: Contact your clinician.

Coil fault

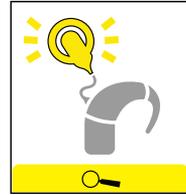
This alert means there may be a fault with the coil or coil cable.

Suggested actions:

Step 1: Check both the coil and the coil cable as described in ***Perform a maintenance check***.

If this solved the problem, you're done. If not, continue

Step 2: Contact your clinician.



Coil not compatible with your processor

This alert could mean that the coil is not compatible with your processor or the type of program on your processor.

Suggested actions:

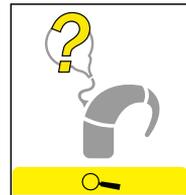
Step 1: Replace the coil with a coil that is compatible with the CP810 Sound Processor.

If this solved the problem, you're done. If not, continue.

Step 2: Check both the coil and the coil cable as described in ***Perform a maintenance check***.

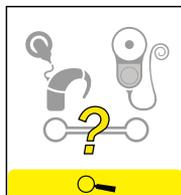
If this solved the problem, you're done. If not, continue.

Step 3: Contact your clinician.



Processor not connected to the correct implant

This alert appears if your processor is not connected to the correct implant.



Suggested actions:

Step 1: Make sure that your processor is connected to your implant. Never use another person's processor with your implant.

If you have two implants, make sure the left processor is connected to the implant on your left side and the right processor is connected to the implant on your right side.

If this solved the problem, you're done. If not, continue.

Step 2: Contact your clinician.

General fault/alert

This alert could mean:

- There is a fault with your processor.
- A program is corrupt.



Suggested actions:

Step 1: Try turning your processor off then on again.

Change to a different program.

If this solved the problem, you're done. If not, continue.

Step 2: Contact your clinician.

Check your remote assistant status indicator

Indicator	What it means
	Steady blue means your processor is within operating distance of your remote assistant and they are communicating with each other.
	Flashing blue means your processor is not communicating with your remote assistant. For example, they are not within operating distance of each other, or they are not paired. Suggested actions: Check your remote assistant screen for alerts. Follow the suggested action for "Processor unavailable" in the Respond to visual alerts section of this guide.
	Steady orange means your remote assistant is charging.
	Flashing orange could mean: <ul style="list-style-type: none">• A visual alert needs your attention (even if visual alerts are disabled).• Your remote assistant's battery is low or empty.• Your remote assistant's firmware may need an update. Suggested actions: Step 1: Press the Cochlear key to check your remote assistant screen for alerts. Follow the suggested action for the alert as described in the Respond to visual alerts section of this guide. If this solved the problem, you're done. If not, continue. Step 2: Follow the suggested action for Your remote assistant will not charge as described in Troubleshoot your remote assistant in this guide.
	Steady green means your remote assistant is fully charged and the USB cable is still connected.

Step through the troubleshooting guide on the remote assistant

The troubleshooting guide on the remote assistant is helpful for troubleshooting basic problems when this guide is not close at hand, or you don't have access to the online Troubleshooting Wizard.



Figure 4: Step through the troubleshooting guide on your remote assistant

- Press the Cochlear key (1). If you see a visual alert on the screen, press the Cochlear key once for each alert until the processor battery status screen (2) appears.
- To enter the troubleshooting guide, press one of the lower soft keys (3) from the processor battery status screen.
- To advance, press one of the lower soft keys (4).
- To go back to a previous question, press the up key (5).
- To exit the guide, press the Cochlear key (6).

Troubleshoot your processor



Figure 5: CP810 Sound Processor, coil and coil cable



NOTE

While troubleshooting your processor, keep the following guides close at hand:

- CP810 Sound Processor User Guide
- CR110 Remote Assistant User Guide

You have accidentally changed processor settings

Suggested actions:

If you have a remote assistant, reset your processor's settings. This will return all system settings to the values set by your clinician.

If you don't have a remote assistant, contact your clinician.

You are not sure what your processor flashes mean

Suggested actions:

See *Indicator Lights* in the CP810 Sound Processor User Guide.

Your processor will not turn on

Suggested actions:

Step 1: Replace the batteries:

If you are using the standard battery module, replace both zinc air batteries, holes (flat side) facing up.

Check the battery contacts are free of dirt and dust.

If you are using rechargeable batteries, try a spare fully charged rechargeable battery module.

Try turning on your processor again.

If this solved the problem, you're done. If not, continue.

Step 2: If you are using the standard battery module, replace the battery module:

Remove the standard battery module and replace it with a spare, if you have one.

Make sure you have inserted fresh batteries in the new battery module.

Try turning on your processor again.

If this solved the problem, you're done. If not, continue.

Step 3: Contact your clinician.

You do not hear sound

Suggested actions:

Step 1: Make sure you are in an environment that is loud enough for you to hear.

If this solved the problem, you're done. If not, continue.

Step 2: Change settings:

- Try a different program.
- Check and adjust volume.
- Check and adjust sensitivity.

If you have a remote assistant, check and adjust the accessory/microphone and telecoil/microphone mixing levels away from 100%.

If this solved the problem, you're done. If not, continue.

Step 3: If you have noticed a gradual loss of sound or sound quality, try changing the microphone protectors.

If this solved the problem, you're done. If not, continue.

Step 4: Complete the steps described in ***Perform a maintenance check***.

If this solved the problem, you're done. If not, continue.

Step 5: If you have a remote assistant, reset your processor's settings. This will return all system settings to the values set by your clinician.

If this solved the problem, you're done. If not, continue.

Step 6: Contact your clinician.

Sound is intermittent or volume goes up and down

Suggested actions:

Step 1: Try moving to an environment where the level of sound is constant and does not go up and down.

If this solved the problem, you're done. If not, continue.

Step 2: Complete the steps described in ***Perform a maintenance check***.

If this solved the problem, you're done. If not, continue.

Step 3: If you have a remote assistant, reset your processor's settings. This will return all system settings to the values set by your clinician.

If this solved the problem, you're done. If not, continue.

Step 4: Contact your clinician.

Sound is too loud or uncomfortable

Suggested actions:

Step 1: Change settings:

- Try a different program.
- Check and adjust volume.
- Check and adjust sensitivity.

If this solved the problem, you're done. If not, continue.

Step 2: If you have a remote assistant, reset your processor's settings. This will return all system settings to the values set by your clinician.

If this solved the problem, you're done. If not, continue.

Step 3: Contact your clinician.

Sound is too quiet or muffled

Suggested actions:

Step 1: Change settings:

- Try a different program.
- Check and adjust volume.
- Check and adjust sensitivity.

If this solved the problem, you're done. If not, continue.

Step 2: Complete the steps described in ***Perform a maintenance check***.

If this solved the problem, you're done. If not, continue.

Step 3: If you have a remote assistant, reset your processor's settings. This will return all system settings to the values set by your clinician.

If this solved the problem, you're done. If not, continue.

Step 4: Contact your clinician.

When using the LiteWear, your processor does not work

Suggested actions:

Step 1: Check that the battery module and the LiteWear cable are properly aligned/connected.

Try turning on your processor again.

If this solved the problem, you're done. If not, continue.

Step 2: Complete the steps described in ***Perform a maintenance check***.

Try turning on your processor again.

If this solved the problem, you're done. If not, continue.

Step 3: Contact your clinician.

Your processor does not automatically detect an audio accessory

Suggested actions:

Step 1: Check that the accessory cable is fully inserted into the accessory socket on the processing unit, and to the accessory.

If this solved the problem, you're done. If not, continue.

Step 2: Try manually enabling the accessory.

Simple option	Advanced option
Press the upper button.	Press and hold the upper button.

If this solved the problem, you're done. If not, continue.

Step 3: Contact your clinician.

You do not hear sound from an audio accessory

Suggested actions:

Step 1: Check that the audio accessory cable is fully inserted into the accessory socket on the processing unit.

Check that the other end of the audio accessory cable is fully inserted into the audio source.

If this solved the problem, you're done. If not, continue.

Step 2: Check that the audio source is working properly.

Check the volume on the audio source.

If this solved the problem, you're done. If not, continue.

Step 3: If you have a remote assistant, check and adjust the accessory/microphone mixing ratio.

If this solved the problem, you're done. If not, continue.

Step 4: Complete the steps described in ***Perform a maintenance check***, including checking for sound using the Monitor Earphones.

If this solved the problem, you're done. If not, continue.

Step 5: Contact your clinician.

You hear interference such as buzzing or distorted speech

Suggested actions:

Step 1: Check for sources of interference such as:

- Radio and TV transmission towers
- Mobile phone towers
- Shopping centre and airport security systems
- Some digital mobile phones
- Battery chargers
- Fluorescent lighting
- Mains power boards.

If this solved the problem, you're done. If not, continue.

Step 2: Try moving away from any electronic device that may be causing interference, for example buzzing sounds or distorted speech.

If this solved the problem, you're done. If not, continue.

Step 3: Contact your clinician.

If you continue to hear interference most of the time, even when there are no electronic devices nearby, contact your clinician.

Troubleshoot your remote assistant



Figure 6: CR110 Remote Assistant



NOTE

While troubleshooting your remote assistant, keep the following guide close at hand:

- CR110 Remote Assistant User Guide

Your remote assistant displays an alert

Suggested actions:

- Step 1: To read more information about the alert and how to resolve it, press one of the lower soft keys.
- Step 2: To clear the alert from the screen, press the Cochlear key.

You have accidentally changed processor settings

Suggested actions:

Reset your processor's settings. This will return all system settings to the values set by your clinician. This does not affect your remote assistant settings.

Your remote assistant screen is blank

Suggested actions:

- Step 1: Your remote assistant may be in standby mode.
Press any key to wake up the display.
If this solved the problem, you're done. If not, continue.
- Step 2: Try turning on your remote assistant.
If this solved the problem, you're done. If not, continue.
- Step 3: Try recharging your remote assistant using the USB cable and Cochlear global mains power adaptor.
If this solved the problem, you're done. If not, continue.
- Step 4: Using the tip of a pen, press the hard reset button on the back of your remote assistant.
Try turning on your remote assistant again.
If this solved the problem, you're done. If not, continue.
- Step 5: Contact your clinician.

Your remote assistant will not turn on

Suggested actions:

- Step 1: Your remote assistant's battery may be empty. Try recharging your remote assistant using the USB cable and Cochlear global mains power adaptor.
- Try turning on your remote assistant again.
- If this solved the problem, you're done. If not, continue.
- Step 2: Using the tip of a pen, press the hard reset button on the back of your remote assistant.
- Try turning on your remote assistant again.
- If this solved the problem, you're done. If not, continue.
- Step 3: Contact your clinician.

Your remote assistant will not turn off

Suggested actions:

- Step 1: If your remote assistant is currently charging, wait until it is fully charged, then disconnect the USB cable.
- Try turning off your remote assistant again.
- If this solved the problem, you're done. If not, continue.
- Step 2: Using the tip of a pen, press the hard reset button on the back of your remote assistant.
- Try turning off your remote assistant again.
- If this solved the problem, you're done. If not, continue.
- Step 3: Contact your clinician.

You are pressing a key and nothing happens

Suggested actions:

- Step 1: If the "Keypad Locked" screen displays when you press a key, unlock the keypad.
If this solved the problem, you're done. If not, continue.
- Step 2: Try changing to another program.
If this solved the problem, you're done. If not, continue.
- Step 3: Try pressing different keys.
If this solved the problem, you're done. If not, continue.
- Step 4: Check if you are properly pressing the key. You should feel a "click" when the keys are pressed.
If this solved the problem, you're done. If not, continue.
- Step 5: Using the tip of a pen, press the hard reset button on the back of your remote assistant.
If this solved the problem, you're done. If not, continue.
- Step 6: Contact your clinician.

You see numbers instead of names on the Home screen

Suggested actions:

Press and hold the top left and top right soft keys at the same time until the program names appear.

The "Found new hardware" wizard appears

When you plug the USB cable into your computer, the "Found new hardware" wizard appears.

Suggested actions:

Step 1: If you have Internet access, click Next (on your computer) and follow the prompts to automatically install software for the Cochlear CR110 device.

If you do not have Internet access, click Cancel (on your computer) to dismiss the wizard.

Step 2: Recharge your remote assistant using the USB port on your computer.

Your remote assistant will not charge

Suggested actions:

Step 1: Check the connections between your remote assistant, the USB cable and the Cochlear global mains power adaptor.

Try recharging your remote assistant again.

If this solved the problem, you're done. If not, continue.

Step 2: If you are charging your remote assistant using a computer, make sure the computer is still running.

If the computer has been shut down, is hibernating or in standby mode, your remote assistant will stop charging.

Try recharging your remote assistant using the USB cable and Cochlear global mains power adaptor.

If this solved the problem, you're done. If not, continue.

Step 3: Contact your clinician.

You cannot see your remote assistant screen clearly

Suggested actions:

Step 1: Try moving to another location. If you are outdoors, try moving to a shaded area or go indoors.

If this solved the problem, you're done. If not, continue.

Step 2: Contact your clinician.

Your remote assistant battery emptied very quickly

Suggested actions:

Step 1: Check if anything is pressing against one of the remote assistant keys, such as an item in your handbag or pocket.

This can cause your remote assistant screen to remain active. Even if your remote assistant keypad is locked, the battery can empty quickly when your remote assistant screen remains continually active.

If this solved the problem, you're done. If not, continue.

Step 2: Contact your clinician.

Your remote assistant is damaged

If your remote assistant is physically damaged, contact your clinician. The CR110 remote assistant is not a serviceable item. The battery is not replaceable.

Troubleshoot the CP800 Series Battery Charger



Figure 7: CP800 Series Battery Charger

The indicator light shows a fully charged battery is still charging

If a fully charged battery module is in the battery charger when the charger is turned on, the indicator may show the battery is still charging.

This does not cause any damage to the battery as the charge cycle on a fully charged battery is very short.

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