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Program



AS Advanced Bionics

## Troubleshooting The Naida Sound Processor

Name

Speaker's Notes: Insert name



# Advanced Bionics



 **PHONAK** | Partners for Better Hearing

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Speaker's Notes: AB is dedicated to helping people with hearing loss hear their best. Partnering with Phonak has allowed AB to offer unique technological advances to help people with hearing loss hear better in the most challenging listening situations.



# Tools for Schools

Today's presentation is just one of many valuable FREE 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 [www.advancedbionics.com/tfs](http://www.advancedbionics.com/tfs) to learn more.

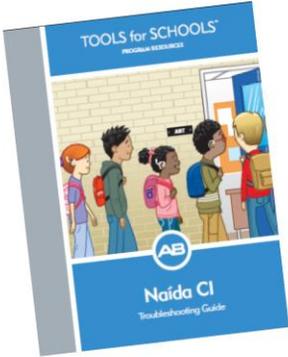
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## Supporting Resources

[www.advancedbionics.com/tfs](http://www.advancedbionics.com/tfs)



**TOOLS for SCHOOLS<sup>®</sup>**  
PROGRAM RESOURCE

**Naida CI**  
Troubleshooting Guide



**TOOLS for SCHOOLS<sup>®</sup>**  
PROGRAM RESOURCE

**Naida CI System Check**

Completing a System Check for the Naida CI sound processor gives caregivers and teachers valuable information about a child's hearing and how to best support learning. Following the steps in this document could help identify a hearing concern and help you decide on next steps. The Naida CI System Check is available in both English and Spanish. It can be used to provide the teacher information about the Naida CI System Check, and to provide information to the caregiver about the Naida CI System Check.

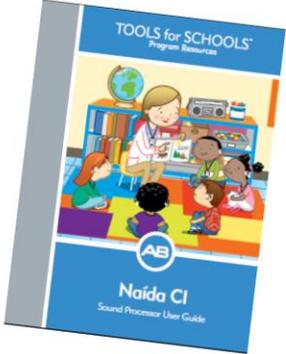
To perform a System Check, you will need:

- Naida CI
- Original PowerOn™ or Naida CI Smart™ High Capacity #3 Batteries
- Headphones
- Headphones/Headset
- AB App (if you are not using a tablet or smartphone)

**UNDERSTANDING THE DIFFERENT NAIDA CI DEVICE SERVICES**

There are several different device services that can be used to support a child's learning. The Naida CI System Check is available in both English and Spanish. It can be used to provide the teacher information about the Naida CI System Check, and to provide information to the caregiver about the Naida CI System Check.

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**TOOLS for SCHOOLS<sup>®</sup>**  
Program Resource

**Naida CI**  
Sound Processor User Guide

**TOOLS for SCHOOLS<sup>®</sup>**

Speaker's Notes: Before we begin I want to let you know that all the information being presented today is available in concise guides that can be kept in the classroom and consulted when needed. You can download and print them at [www.advancedbionics.com/tfs](http://www.advancedbionics.com/tfs).



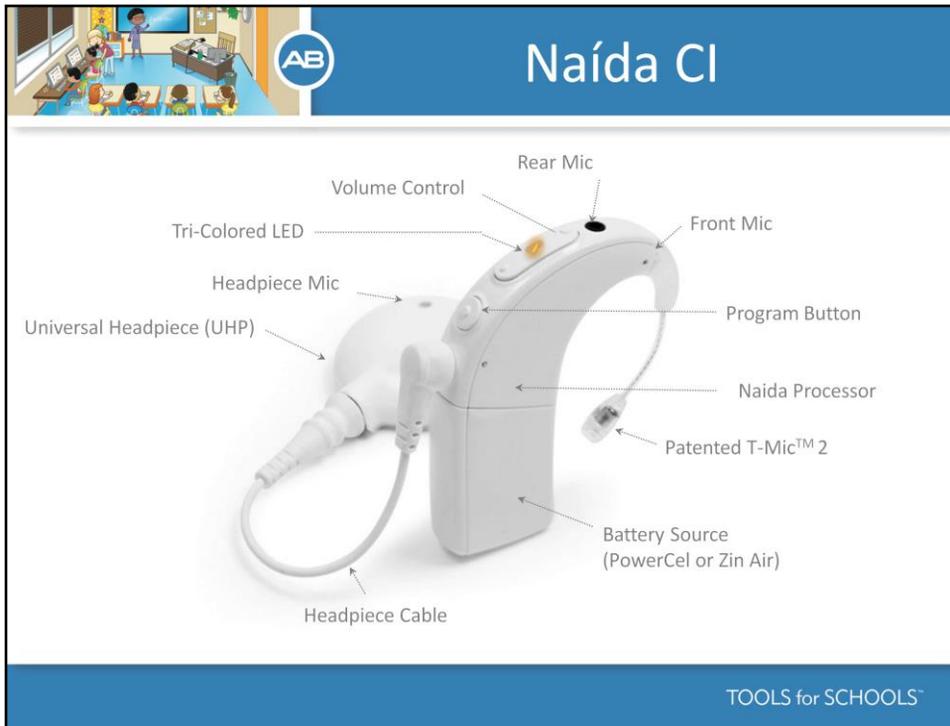
## What you will learn today

- **Naida CI Equipment Overview**
- Basic Troubleshooting Steps
- Additional Indicators for System Checks and Troubleshooting
- Troubleshooting Scenarios
- Care and Maintenance



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Speaker's Notes: Today we are going to begin with a review of the Naida CI and then discuss how to troubleshoot the Naida CI.



Speaker's Notes: Let's start by reviewing the components of the Naída CI.

1. Here is the Naída Processor.
2. At the bottom of the processor is the power source. Here you see one of the Power Cel rechargeable batteries. You can also use a Zinc-Air cartridge that holds 2 high powered 675 cochlear implant disposable batteries.
3. Here you can see the Universal Headpiece (UHP) and the headpiece cable.
4. The round button located near where the UHP attaches to the processor is the Power Button.
5. The Volume Control is located directly above.
6. You can see here that the Naída's LED is located in the center of the volume control.
7. There are also several microphones on the Naída processor. The front and rear microphone as well as the T-Mic and headpiece mic.



**Recommended Troubleshooting Equipment**

**Basic Equipment**

- Compressed Air
- UHP
- UHP cable
- Zn-Air Battery Cartridge
- Zinc Air high powered 675 batteries
- Naida CI Listening Check
- Ear Buds



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Speaker's Notes: In order to be able to troubleshoot the Naida CI, it is recommended that you have the following equipment on hand. Compressed air is commonly used to clean electronics and can usually be purchased at an office supply store or any store that sells electronics.



Copy this link into your browser to view a video on how to use compressed air to clean the Naida Sound Processor

<https://www.youtube.com/watch?v=eIC7s9dKMYM>

Or visit YouTube and search for “Cleaning the Naída CI Sound Processor Connector”



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## Recommended Troubleshooting Equipment

### Comprehensive Equipment

- PowerCel™ 170 battery
- PowerCel™ charger
- Zephyr Dry & Store
- T-Mic™ 2
- AB myPilot accessory

*Recommended in addition to the basic equipment*



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Speaker's Notes: The basic equipment will help you in most situations, however, if you would like to be able to do more extensive troubleshooting you may want to consider also having this additional equipment on hand.



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## What you will learn today

- Naida CI Equipment Overview
- **Basic Troubleshooting Steps**
- Indicators for System Checks and Troubleshooting
- Troubleshooting Scenarios
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Speaker's Notes: Let's move on and discuss some basic troubleshooting steps that can be taken when a child's Naida CI is not functioning properly.



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# Troubleshooting

## 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 Naida CI and UHP from the child. Visually inspect the equipment and replace damaged parts
3. Verify the battery is charged
4. Reset the Naida CI to Program 1
5. Place the Naida CI and UHP back on the child and use the LED's and/or internal alarms to determine what the problem may be
6. Perform a listening check

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Speaker's Notes: Here are the basic steps to take when completing troubleshooting. *Read slide.* Let's discuss each step in more detail.



## Troubleshooting

### 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



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Speaker's Notes: *Read slide*



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# Troubleshooting

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

- Check the Naida CI for damage
- Inspect the headpiece cable for any twisting, fraying, or breakage
- Verify the cable clicks or snaps into place when connected to the UHP
- Verify there is no visible damage to the UHP
- Inspect cable ports and jacks for debris. Clean with compressed air if needed
- Inspect the T-Mic™ 2 for any twisting, fraying, or breakage

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Speaker's Notes: A great way to troubleshoot the equipment is to visually inspect all parts for any type of damage. Begin by removing the Naida CI and headpiece from the child. Here are some specific suggestions for visually inspecting the equipment. *Read Slide.*



Copy this link into your browser to view a video on how to disassemble the UHP from the Naida CI  
[https://www.youtube.com/watch?v=4S7\\_5zQFhII&feature=youtu.be&list=PLo1a43uJmTy1YuYTDV90BXC5WAZI9OIw](https://www.youtube.com/watch?v=4S7_5zQFhII&feature=youtu.be&list=PLo1a43uJmTy1YuYTDV90BXC5WAZI9OIw)

Or visit YouTube and search for “Disassemble UHP from Naida CI”



# Troubleshooting

## 3. Verify the battery is charged

- Remove the battery and then reattach it to the processor
- The LED (located in the middle of the volume control) 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

*Note: Zinc Air batteries will not provide LED battery status information upon start up. Only Power Cels and the AAA PowerPak will provide LED battery status information.*



LED

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Speaker's Notes: You can use the Naida's LED to verify that the battery is sufficiently charged to power the processor. Slide the battery off and then back onto the Naida CI. The LED will flash orange to indicate how much charge it contains. 3-4 orange blinks indicates the battery is sufficiently charged to power the processor. If necessary replace the battery with a fully charged one.

*Note: Zinc Air batteries will not provide LED battery status information upon start up. Only Power Cels and the AAA PowerPak will provide LED battery status information.*



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## AB Makes it Simple for Schools

**Do you know two of the child friendly features that can be set by the child's audiologist to ensure comfort and audibility?**

- The program button can be disabled to ensure children can not inadvertently change programs.
- The volume control can be disabled or restricted so accidental taps do not result in sound becoming too soft or overly loud.

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Speaker's Notes: The Naida CI has many child friendly features to ensure the safety and comfort of your student. *Read slide*



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# Troubleshooting

## 4. Re-set the child's processor to Program 1

- Remove and reattach the battery
- The Naida CI will always default to Program 1 with the volume set at the child's standard setting when the battery is removed and reattached
- If Program 1 is not the child's standard program, push the Program Button down briefly and then release the button until you reach the child's standard program

*Note: If you have removed and reattached the battery as instructed in step 3 then the Naida CI has been re-set to Program 1.*

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Speaker's Notes: Re-setting the Naida to Program 1 can often resolve a troubleshooting issue. You can Re-set the Naida CI to Program 1 by detaching and reattaching the battery.

If you have removed and reattached the battery as instructed in step 3 then the Naida CI has been re-set to program 1.



## AB MAKES IT SIMPLE FOR SCHOOLS!

### Did you know??

The Naida CI will always default to program 1 at the child's standard volume setting when it is powered on.

If P1 with standard volume is the child's everyday program no setting changes are necessary to the Nadia CI after the battery is attached!

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Speaker's Notes: Read Slide



# Troubleshooting

## 5. Use the Naída CI's LED indications and internal alarms to determine what the problem may be

### LED Indicators

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

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Speaker's Notes: The Naída CI has diagnostic indicators, such as LEDs and internal audible alarms. The Naída LEDs provide important information about Naída CI status, battery life, program position, audio input, and Naída CI error conditions. The LED indications are grouped by color: orange for battery status, green for microphone and program position, and red for CI status.

The LED sequence is very similar to the LED sequence that is used in the Harmony Processor. We will discuss the LED indicators in more detail in just a few moments.



# Troubleshooting

## 6. Perform a Listening Check of the Naida sound sources

- A listening check can be completed using either the Naida CI Listening Check or the AB myPilot in combination with the Naida CI Listening Check
- 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



Naida CI Listening Check



AB myPilot

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Speaker's Notes: The last basic troubleshooting step recommended is a listening check. A listening check can be completed either using the Naida CI Listening Check or with the AB myPilot used in combination with the Naida CI Listening Check.

While completing the listening check it is a good idea to say the Ling 6 sounds as these sounds encompass the frequency range of all phonemes.

After completing the check, replace any malfunctioning equipment.



## 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 [AdvancedBionics.com/tfs](http://AdvancedBionics.com/tfs) and click on “Tools for Using the Ling 6 Sounds” under the Educational Support Tab

#### The Ling 6 Sounds”

“ah”, “oo”, “eee”, “sh”, “sss”, “mmm”



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Speaker's Notes: read slide



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# 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?



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Speaker's notes: Read Slide



AB What you will learn today

- Naida CI Equipment Overview
- Basic Troubleshooting Steps
- **Indicators for System Checks and Troubleshooting**
- Troubleshooting Scenarios
- Care and Maintenance



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Speaker's Notes: Let's move on and discuss the indicators for system checks and troubleshooting



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## Indicators for System Checks and Troubleshooting

### Indicators for Naida CI

- Tri-Color LED
- Internal Alarms
- Intellilink™
- Naida CI Listening Check
- AB myPilot accessory
- Data logging

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Speaker's Notes: The Naida CI has diagnostic indicators to assist with completing system checks and troubleshooting. Let's review each of these in more detail.



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## Indicators for System Checks and Troubleshooting

### Tri-Color LED

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

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Speaker's Notes: As we discussed earlier, the Naida CI's Tri-Color LED provides important information about the Naida CI.

Orange indicates battery status

Green indicates microphone status and program position

Red indicates CI Status



## Indicators for System Checks and Troubleshooting

ORANGE BEHAVIOR	BATTERY STATUS
Blinks at start up	<ul style="list-style-type: none"> <li>• 4 quick blinks battery is fully charged</li> <li>• 2-3 indicates that the battery is sufficiently charged to power the Naída CI</li> <li>• 1 quick blink indicates the battery is nearly depleted</li> <li>• No blinking indicates depleted battery</li> </ul>
Solid	The battery is almost depleted
Blinks twice every 3 seconds	The battery is almost depleted and cannot support stimulation
Fades Out	The Naída CI is entering Standby Mode

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Speaker's Notes: The Orange LED indicates battery information. As we have discussed the orange LED blinks at startup to indicate if the battery is sufficiently charged to power the processor. 4= fully charged 2-3= sufficient 1= nearly depleted 0=fully depleted.

If you see a solid orange light the Naida is indicating that the battery currently in use is almost depleted.

If the orange LED blinks twice every 3 seconds the battery can no longer support stimulation.

Finally, a new feature, if the orange light fades out the Naida is entering standby mode. Standby mode allows the PowerCel or Zn-Air Battery Pak to remain attached to the processor without causing a major drain on battery life. Most children will not use this feature.



## Indicators for System Checks and Troubleshooting

GREEN BEHAVIOR	MICROPHONE/PROGRAM POSITION
Flickers in response to loud input	The sound processor and microphone are responding to sound
Blinks at start-up, after battery status and upon program change	<ul style="list-style-type: none"> <li>• 1 blink indicates program one</li> <li>• 2 blinks indicates program two</li> <li>• 3 blinks indicates program three</li> <li>• 4 blinks indicates program four</li> <li>• 5 blinks indicates program five</li> </ul>
Solid	A processor that is not yet programmed
Blinks 4 Times	Response to the AB myPilot request to "Find Paired Devices". The Left paired device will identify itself with this LED pattern.

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Speaker's Notes: The green LED indicates microphone status and program position.

The green LED indicates the microphone is functioning properly when it flickers in response to loud sounds. This is a programmable feature so it may not be active in a child's processor. You will need to contact the child's parents or audiologist to determine if this feature is active.

The green LED also will indicate which program is active by the number of blinks it displays either after the orange battery status sequence or upon changing a program.

A solid green LED indicates the processor has not been programmed.

Finally, a new feature, four green blinks indicates a response to the AB myPilot request to "Find Paired Devices." The Left paired device will identify itself with this LED pattern.



## Indicators for System Checks and Troubleshooting

RED BEHAVIOR	CI STATUS
Blinks once per second	Loss of lock with the implant.
Blinks rapidly (more than once per second)	Intellink™ is enabled and the Naída CI is connected to the wrong implant
Solid	Sound Processor Error Condition. Fully remove and re-insert the battery to reset processor
Blinks 5 Times	Response to AB myPilot request to “Find Paired Devices”. The Right paired device will identify itself with this LED pattern

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Speaker’s Notes: The red LED indicates CI status.

One red blink per second indicates loss of lock with implant. Confirm the headpiece is attached to the child’s head or verify the UHP cable is intact and firmly attached to the processor and headpiece.

Rapid red blinks indicate the Naída CI is connected to the wrong internal implant. If the child is a bilateral user switch to the child’s other processor. If the child is not a bilateral user, consider if the child may have swapped Naída’s with another child.

A solid red LED indicates an error condition. Fully remove and reattach the battery to reset the Naída CI.

Finally, a new feature, 5 red blinks indicates a response to the AB myPilot request to “Find Paired Devices.” The Right paired device will identify itself with this LED pattern.



## Indicators for System Checks and Troubleshooting

INTERNAL ALARMS	INDICATION
Beeps upon program change	1 beep indicates program 1 2 beeps indicates program 2 3 beeps indicates program 3 4 beeps indicates program 4 5 beeps indicates program 5
Short beep upon increase or decrease of volume	Beeps once per press of the volume control either up or down (a double beep will be heard when the following settings are reached: top of volume range; baseline setting; bottom of volume range)
Long beep once every 15 minutes	Low Battery

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Speaker's Notes: Like LEDs, Internal alarms provide important information. They are a discreet way for adults and older children to get information about battery status, program number, and volume level. You can see here what the different internal alarms indicate. This feature is typically only active for older children and adults.



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## Indicators for System Checks and Troubleshooting

### Intellilink™

- Safety Feature
- Ensures the Naida CI only stimulates the correct internal device
- Prevents accidental stimulation from a wrong ear processor for a bilateral user or processor that belongs to another child
- The Naida CI LED will blink **RED** rapidly (more than once per second) to indicate it is connected to the wrong internal device

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As we briefly discussed earlier, Intellilink is a safety feature that ensures the Naida CI only stimulates the correct internal device. It prevents accidental stimulation from a wrong Naida CI. The Naida CI LED will blink RED rapidly to indicate it is connected to the wrong internal device.



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## Indicators for System Checks and Troubleshooting

### Naida CI Listening Check

- Verify that the Naída CI sound sources are working properly when children are unable to provide this feedback themselves
- Portable and easy to use
- Listen to sound sources on a program by program basis
- Listen to Internal Alarms
- Easily connects to a keychain or lanyard through circular attachment



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Speaker's Notes: Let's move on and talk about the Naida CI Listening Check. The Naída CI Listening Check is a special accessory that makes conducting a diagnostic check of the microphones and other sound sources easy and accessible. The Module itself does not have a power source as it relies solely on power from the Naída CI power source. It allows an unaided listener to listen to the exact sound source configurations the child is using on a program by program basis.



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## Indicators for System Checks and Troubleshooting

### Sound Sources

There are several sound sources that can be verified when completing a listening check

1. Naida CI Microphones (Front, Rear, T-Mic™ 2, and Headpiece Mic)
2. T-Coil
3. Wireless (such as ComPilot)
4. Aux (such as FM/Roger)

*Note: The child's audiologist can activate or deactivate the different sound sources on a program by program basis. Check with the child's family or audiologist to determine which sound sources are active in each program.*



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Speaker's Notes: There are several sound sources that can be verified when completing a listening check.

1. The 4 Naida CI microphones (Front, Rear, Headpiece Mic, and T-Mic0)
2. T-coil
3. Wireless such as sound streaming through a ComPilot
4. Aux such as FM/Roger



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## Indicators for System Checks and Troubleshooting

**In order to listen to a particular sound source using the Naida CI Listening Check it must be enabled in the child's Naida CI**

- For example, if the T-Coil is enabled in Program 2, you can listen to the T-Coil input when the Naida CI is in the program 2 position
- If the T-coil is not enabled in one of the program positions on the child's Naida CI, you can not listen to that sound source using the Naida CI Listening Check

*Note: It is unlikely that you would need to verify a sound source that is not enabled in a program location on the child's Naida CI. However, if you need to do this you must use the Naida CI Listening Check **in combination** with the AB myPilot.*

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Speaker's Notes: Your ability to listen to a particular sound source depends on whether that sound source is active in the child's Naida CI. In order to listen to a particular sound source using the Naida CI Listening Check it must be enabled in the child's Naida CI.

Read slide.



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## Indicators for System Checks and Troubleshooting

**To use the Naida CI Listening Check you will need:**

- Naida CI
- Charged PowerCel™ or fresh Zinc-Air high power 675 batteries
- Ear buds
- Naida CI Listening Check



Naida CI Listening Check

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Speaker's Notes: You will need the following equipment to use the Naida CI Listening Check. You will not be able to complete the check if your power source is depleted.



Copy this link into your browser to view a video on how to complete a listening check of the Naida CI  
<https://www.youtube.com/watch?v=szAtDQ9sJOU>

Or visit YouTube and search for “Naida CI Listening Check”





## Indicators for System Checks and Troubleshooting

### AB myPilot

- The AB myPilot is a remote control that allows caretakers to make changes and get status information about a child's programs, volume, sensitivity, and battery.
- It can also be used in combination with the Naida CI Listening Check to complete a listening check for the Naida CI

AB MYPILOT

- ◀ Left (Previous Program)
- ▲ Up (Volume Up)
- Center (Menu/Select/Home)
- ▶ Right (Next Program)
- ▼ Down (Volume Down)



Color LCD Display Connection

On/Off Button

Keypad

Reset Button

Mini USB

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Speaker's Note's: Now let's discuss the AB myPilot. *Read Slide.*



## Indicators for System Checks and Troubleshooting

### AB myPilot

Topics for today's discussion

1. Pairing the AB myPilot with the Naida CI
2. Completing a Device Status Check
3. Completing a Battery Status Check



AB myPilot

*Note: For information on how to make program, volume, and sensitivity changes visit [AdvancedBionics.com](http://AdvancedBionics.com) to download the AB myPilot User Guide and the AB myPilot Quick Reference Guide. You can also download the FREE myNaida CI app.*

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Speaker's Notes: The AB myPilot has many functions. Today we are going to focus on the following topics.

*Read Slide*



## Indicators for System Checks and Troubleshooting

### Pairing the AB myPilot with the Naida CI

- Pairing establishes communication between the devices
- The AB myPilot may be paired to multiple Naida processors
- Pairing is not necessary for all functions of the AB myPilot

FUNCTION	PAIRING
Device Status Check	Not Necessary
Battery Status Check	Recommended
Listening Check	Recommended

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Speaker's Notes: Pairing is how we establish communication between the AB myPilot and the Naida CI. However, pairing is not necessary for all functions of the AB myPilot. This chart contains recommendations for pairing. Following these recommendations will help make using the AB myPilot as simple and straight forward as possible.



## Indicators for System Checks and Troubleshooting

### Pairing the AB myPilot

1. Turn on the AB myPilot by pressing and holding the on/off button for 3 seconds
2. If the AB myPilot does not have a Naida CI stored in its memory, it will automatically prompt you to pair with the following message  
“The myPilot needs to be paired with your hearing instrument”
3. To complete pairing:
  - Place the Naida CI within 12 inches of the AB myPilot
  - Under [Main Menu](#) select [Pairing](#)
  - Under [Pairing](#) select [Scan for Devices](#)
  - When the Naida CI is found, the AB myPilot will display the device pairing ID number and ear for which it is primarily programmed
  - A green circle with a check mark will appear on the AB myPilot to confirm pairing is complete



Copy this link into your browser to view a video on how to use the AB MyPilot

<https://www.youtube.com/watch?v=2jHEGGloLrI>

Or visit YouTube and search for “AB myPilot”





## Indicators for System Checks and Troubleshooting

**To verify which Naida CI processors are actively paired and/or stored in the AB myPilot**

*Instructions for the AB myPilot are available in the TFS System Check Guide*

1. Turn on the AB myPilot
2. Press the center button on the AB myPilot
3. Under **Main Menu** select **Settings**
4. Under **Settings** select **Pairing**
5. Under **Pairing** select **Pair Devices**
6. A list of devices will be displayed on the AB myPilot
7. Devices with a green circle with check mark are actively paired
8. Devices listed without a green circle with check mark are stored but not actively paired

*Note: Up to 20 Naida CI processors can be stored*





Speaker's Notes: Here are instructions on how to verify which Naida CI processors are paired and/or stored in the AB myPilot. *If you have an AB myPilot pass it around.* Remember all of these instructions are available in the TFS System Check Guide.



## Indicators for System Checks and Troubleshooting

### Completing a Device Status Check

1. Stand within 12 inches of the Naida CI
2. The child does not have to be disrupted and can continue to wear the processor
3. The Naida CI does not have to be actively paired or even stored in the AB myPilot
4. Turn on the AB myPilot
5. Press the center button
6. From the Main Menu choose Status Info
7. From Status Info choose Device Status

Sample Device Status




*Note: Device Status Information can only be obtained for one Naida CI at a time*

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Speaker's Notes: Completing a Device Status Check with the AB myPilot provides information about the child's Naida CI. Some of the information provided is the ear the device is programmed for, battery life, volume and sensitivity settings, as well as if the device is locked and in communication with the internal device and how many times the device has lost communication with the internal device (lock count).

Completing a device status check is easy as the child does not have to be disrupted and can continue to wear the processor. The Naida CI does not even have to be stored or paired with the AB myPilot.

To complete the Device Status check just turn on the AB myPilot, press the center button, and choose Status Info from the Main Menu. Then choose Device Status. The following screen will display.



## Indicators for System Checks an Troubleshooting

### Activating a Pairing for a Stored Device

1. Follow steps 1-5 in previous slide
2. A list of devices will be displayed on the AB myPilot
3. A device is not actively paired if it does not have a green circle with a check mark next to it.
4. To activate the pairing, press the down arrow key until the device you want to pair with is highlighted.
5. Press the center button
6. A green circle with a check mark will appear indicating the device is now actively paired with the AB myPilot.

*Note: Up to two Naida CI processors can be actively paired (green circle with a check mark) to the AB myPilot at one time. The two actively paired devices must be a right and left ear for the same child.*

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Speaker's Notes: In instances where you need to activate a pairing for a stored device. It is simple to do. Just follow these instructions.



## Indicators for System Checks and Troubleshooting

### Obtaining Battery Status Information

1. Stand within 12 inches of the Naida CI
2. The child does not have to be disrupted and can continue to wear the processor
3. Turn on the AB myPilot
4. Ensure the device you are checking is actively paired (green circle with check mark)
5. Press the center button
6. From the Main Menu choose Status Info
7. From Status Info choose Battery Check

Sample Battery Status



TOOLS for SCHOOLS™

**Speaker's Notes:** To obtain battery status information using the AB myPilot stand within 12 inches of the Naida CI. The child does not have to be disrupted and can continue to wear the processor. Turn on the AB myPilot. Ensure the Naida CI is actively paired. Press the center button. From the Main Menu choose Status Info and then choose Battery Check.

If the child uses Naida CI's bilaterally you will see battery status information for both ears.



# Indicators for System Checks and Troubleshooting

## Completing a Listening Check with the AB myPilot

- To complete a listening check with the AB myPilot you must use the AB myPilot in combination with the Naida CI Listening Check
- For information on how to complete a listening check using the AB myPilot download the Tools for Schools System Check Guide from [www.advancedbionics.com/TFS](http://www.advancedbionics.com/TFS)



**TOOLS for SCHOOLS<sup>®</sup>**  
PROGRAM RESOURCES

**Naida CI System Check**

Completing a System Check for the Naida CI system requires proper setup and requires assistance from a NADA CI system administrator. This document provides information on how to complete a System Check and why it is important to do so. The Naida CI system administrator can provide the NADA CI Processor and the NADA CI Processor. The NADA CI Processor and the NADA CI Processor are used to complete a System Check.

To perform a System Check, you will need:

- NADA CI
- NADA CI Processor (with NADA CI Processor and NADA CI Processor)
- NADA CI Processor
- NADA CI Processor
- AB myPilot

If you are not a NADA CI system administrator, you will need assistance.

**CHECKING THE DIFFERENT NADA CI SYSTEMS**

There are several different NADA CI systems that use the NADA CI Processor. The NADA CI Processor is used to complete a System Check.

**NADA CI SYSTEMS**

The NADA CI Processor is used to complete a System Check. The NADA CI Processor is used to complete a System Check. The NADA CI Processor is used to complete a System Check.

TOOLS for SCHOOLS<sup>®</sup>

Speaker's Notes: Completing a listening check with the AB myPilot is only necessary if you need to verify a sound source that is not enabled in the child's Naida CI. Instructions for how to do this can be found in the Tools for Schools System Check guide.

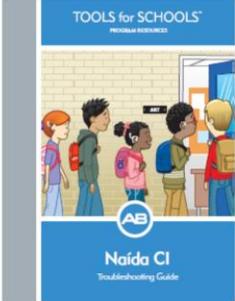


## Troubleshooting Situations

### Troubleshooting Situations

Instructions for troubleshooting are available in the TFS Troubleshooting Guide

- No Sound and/or Red LED is flashing once per second
- No sound and/or there is a solid RED LED
- Sound has static, is muffled, or distorted
- Debris on battery contacts
- Naida CI does not power up
- Green LED does not flash in response to loud sounds
- No orange blinks or only one orange blink during battery LED sequence



TOOLS for SCHOOLS™

Speaker's Notes: Now let's discuss some real world situations and the actions you can take to help troubleshoot your student's equipment. Remember all of these instructions can be found in the TFS Troubleshooting Guide.



**AB** Troubleshooting Situations

**No Sound and/or RED LED is flashing once per second**

1. Verify the UHP is positioned properly on the head
2. Remove any hats, scarfs, or other items that may be covering the microphone
3. Visually inspect the cable for any damage and verify it is firmly attached to the UHP and Naida CI
4. Remove and reattach the battery
5. Replace the UHP cable
6. Replace the UHP
7. Perform a listening check and replace any malfunctioning equipment

TOOLS for SCHOOLS™

Speaker's Notes: A red LED that flashes once per second indicates sound is not being transmitted from the Naida CI to the internal device. Your student most likely is not hearing any sound. Begin by verifying the UHP is positioned properly on the head. Then, check for items that may be covering the microphone. Next remove the Naida CI and UHP and visually inspect the equipment. The cable is the weakest link in the system and it is possible that the student is in need of a new cable. Systematically replace equipment as specified. If necessary, perform a listening check to see if you can identify the malfunctioning equipment. If you have completed all the troubleshooting steps and are still unable to resolve the problem, use a back up Naida CI (if available) and call the student's parents so they can alert the cochlear implant audiologist.



AB

## Troubleshooting Situations

### No Sound and/or there is a solid RED LED

1. Remove and reattach the battery
2. Verify a charged PowerCel™ or two fully charged high power cochlear implant plus 675 Zinc-Air batteries are in place
3. Replace the UHP cable
4. Replace the UHP
5. Try a different program

TOOLS for SCHOOLS™

Speaker's Notes: A solid Red LED indicates a processor error condition. Often the problem can be resolved by powering down and resetting the processor by removing and reattaching the battery. Verify your student's power source is charged and replace equipment as specified. You can also try a different program. If these measures do not resolve the issue use a back up Naida CI (if available) and call the student's parents so they can alert the cochlear implant audiologist.



**AB** Troubleshooting Situations

### Static, Muffled, or Distorted Sounds

1. Remove any hats, scarfs etc. that may be covering the microphone
2. Verify the UHP is positioned properly on the head
3. Remove and reattach the battery
4. Visually inspect the cable for any damage and verify it is firmly attached to the UHP and Naida CI
5. Verify the Naida CI is set to the proper program and volume setting
6. If available, use an AB myPilot do a device status check and confirm program and volume settings
7. Try a different program
8. Visually inspect microphones for signs of debris and wear
9. Perform a listening check
10. Replace the UHP cable
11. Replace the UHP
12. Replace the T-Mic™ 2
13. Clean the battery contacts with compressed air

TOOLS for SCHOOLS™

Speaker's Notes: A change in sound quality can be caused by several factors. It can be something as simple as the processor being set on the wrong program or something more intricate such as debris collecting on the microphone. This slide lists many suggestions for how to troubleshoot this issue. If the issue can not be resolved use a back up Naida CI (if available) and call the student's parents so they can alert the student's cochlear implant audiologist.



AB

## Troubleshooting Situations

### Debris on Battery Contacts

If the battery contacts have rust or debris

1. Clean the contacts with compressed air
2. Place PowerCel™ batteries in the Zephyr Dry & Store® overnight
3. PowerCel batteries should be placed in the Zephyr Dry & Store® when not being charged



TOOLS for SCHOOLS™

Speaker's Notes: Occasionally you may notice debris accumulating on battery contacts. It is important that batteries stay clean and are stored correctly. This will enhance their longevity and ensure they are able to power the Naida CI. The battery contacts are sensitive. It is recommended that you clean them with compressed air. Please do not use a Q-tip or cotton ball to wipe contacts as this may damage the contacts. Be sure to store batteries in a Dry and Store over night or anytime they are not being used.



Copy this link into your browser to view a video on how to use the Zephyr Dry and Store<sup>®</sup> with the Naida CI.

[https://www.youtube.com/watch?v=O\\_xG0q8Qffo&feature=youtu.be&list=PLo1a43uJmTy1YuYTDV90BXC5WAZI9OIw](https://www.youtube.com/watch?v=O_xG0q8Qffo&feature=youtu.be&list=PLo1a43uJmTy1YuYTDV90BXC5WAZI9OIw)

Or visit YouTube and search for “Placing the Naida CI in the Zephyr Dry & Store



AB

## Troubleshooting Situations

### Naida CI Does Not Power Up

1. Remove and reattach the battery
2. Verify the PowerCel™ is properly attached or the Zinc-Air batteries are inserted correctly
3. Verify you are using a fully charged PowerCel™ or two fully charged high power cochlear implant plus 675 Zinc-Air batteries

*Note: Zinc-Air batteries will not provide LED battery status information upon startup.*

TOOLS for SCHOOLS™

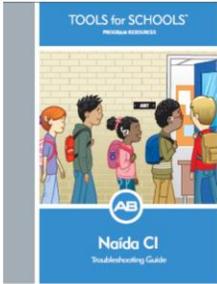
Speaker's Notes: If for some reason the Naida CI does not power up, remove and reattach the battery. If the Naida CI still does not power up verify you are using fully charged batteries and that the batteries are properly attached. Remember, you will not see the orange LED battery sequence if using Zinc Air batteries.



## AB Troubleshooting Situations

### Green LED Does Not Flash in Response to Loud Sounds

1. The Naida CI must have LED's enabled by the audiologist
2. Remove and reattach the battery
3. Verify the PowerCel™ is properly attached or the Zinc-Air batteries are inserted correctly
4. Verify you are using a fully charged PowerCel™ or two fully charged high power cochlear implant plus 675 Zinc-Air batteries
5. Verify the processor is set to the proper program and volume setting
6. If available, use an AB myPilot do a device status check and confirm program and volume settings
7. Try a different program
8. Perform a listening check
9. Replace the UHP cable
10. Replace the UHP
11. Replace the T-Mic™ 2
12. Clean the battery contacts with compressed air



TOOLS for SCHOOLS™

Speaker's Notes: The flashing Green LED is a great way to verify the Naida CI and microphones are responding to sounds. It gives us quick peace of mind that the system is working appropriately. If the Green LED does not flash in response to loud sounds there are many things to consider. First, the Green LED must be enabled in the Naida CI by the audiologist. Typically it is enabled for children but possibly the audiologist disabled this function. Check with the student's parents to determine if the Green LED is enabled. Follow the steps outlined here to assist in troubleshooting this issue. If the issue can not be resolved use a back up Naida CI (if available) and call the student's parents so they can alert the student's cochlear implant audiologist.



AB

## Troubleshooting Situations

### **No Orange Blinks or Only One Orange Blink is Observed During Battery Status Check**

1. Zinc-Air batteries will not provide LED battery status information upon start up. Only PowerCel batteries and the AAA PowerPak will provide LED battery status information
2. Remove and reattach the battery
3. Verify the PowerCel™ is properly attached to the Naida CI
4. Verify you are using a fully charged PowerCel™
5. Clean the battery contacts with compressed air

TOOLS for SCHOOLS™

Speaker's Notes: If the orange LED sequence does not occur or only one orange blink is observed during battery status check remove and reattach the battery. Remember that the orange LED battery status sequence will only be provided if using a PowerCel or the AAA Power Pak. The sequence will not occur if using Zinc Air batteries. Verify you are using a fully charged PowerCel and clean the battery contacts with compressed air if necessary.



## What you will learn today

- Naida CI Equipment Overview
- Basic Troubleshooting Steps
- Additional Indicators for System Checks and Troubleshooting
- Troubleshooting Scenarios
- **Care and Maintenance**



TOOLS for SCHOOLS™

Speaker's Notes: Finally, let's go over a few care and maintenance items.



## Care and Maintenance

### Preventative Maintenance Tips

- Store extra equipment in a Zephyr Dry & Store®.
- Run equipment through one drying cycle (8hrs) nightly.
- If a Zephyr Dry & Store® is not available, keep extra equipment in the Naída CI case.
- If you do not have the case you can use another sealed container or a sealed bag.
- To keep battery contacts from accumulating debris attach Naída CI PowerCel™ battery covers to the PowerCel batteries when they are not in use.
- The covers can be ordered from Customer Service at 877-829-0026 (US and Canada).



TOOLS for SCHOOLS™

### Speaker's Notes:

The following recommendations are best practices for keeping your student's equipment working properly.

Store any extra equipment that is kept at school, including batteries, in a Zephyr Dry and Store overnight. A Zephyr Dry & Store is an electrical appliance that utilizes warm, moving air and a desiccant, to keep equipment dry. If you do not have a Dry and Store be sure to keep any extra equipment in a sealed container or even a Ziploc bag. Also, use PowerCel battery covers when batteries are not in use. These can be ordered from Advanced Bionics.





# 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](http://www.advancedbionics.com/tfs)

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



**LITERACY STRATEGIES for the Very Young Child**

*When you begin reading to your child, you are helping the child learn to read. The best way to help your child learn to read is to read to them every day. Reading to your child helps them learn to love books and to learn the sounds of letters and words. Reading to your child also helps them learn to understand what they are reading. Reading to your child is the best way to help them learn to read.*

Strategies to Help Your Child Learn to Read	
1. Read to your child every day.	2. Read to your child in a quiet place.
3. Use a variety of books.	4. Use a variety of voices.
5. Point to the words in the book.	6. Ask your child to name the pictures.
7. Repeat the words and sentences.	8. Use simple words and sentences.
9. Use a variety of reading materials.	10. Use a variety of reading activities.
11. Use a variety of reading materials.	12. Use a variety of reading activities.
13. Use a variety of reading materials.	14. Use a variety of reading activities.
15. Use a variety of reading materials.	16. Use a variety of reading activities.



**Solving COMMUNICATION OPTIONS**

*When you begin reading to your child, you are helping the child learn to read. The best way to help your child learn to read is to read to them every day. Reading to your child helps them learn to love books and to learn the sounds of letters and words. Reading to your child also helps them learn to understand what they are reading. Reading to your child is the best way to help them learn to read.*

**Communication Options:**

- 1. Use a variety of communication options.
- 2. Use a variety of communication options.
- 3. Use a variety of communication options.
- 4. Use a variety of communication options.
- 5. Use a variety of communication options.
- 6. Use a variety of communication options.
- 7. Use a variety of communication options.
- 8. Use a variety of communication options.
- 9. Use a variety of communication options.
- 10. Use a variety of communication options.

TOOLS for SCHOOLS™



## AB Makes It Simple for Schools

**Additional FREE Resources**

- [www.hearingjourney.com](http://www.hearingjourney.com)
- [www.thelisteningroom.com](http://www.thelisteningroom.com)
- [www.advancedbionics.com/bea](http://www.advancedbionics.com/bea)
- [www.advancedbionics.com](http://www.advancedbionics.com)
  - Take free courses
  - Learn about products
  - Watch videos
  - Download materials and resources
  - Connect with others



BEA  
Bionic Ear Association



rehAB  
AB's global rehabilitation & educational programs



The Listening Room  
www.BionicEar.com



HEARINGJOURNEY™

TOOLS for SCHOOLS™

Speakers Notes: Advanced Bionics has several other resources and programs to assist you.

HearingJourney.com is an online forum for people to chat, laugh, and share stories about cochlear implants and hearing loss.

The Listening Room is a rehabilitation site where you will find a host of free, fun activities and resources to support the development of speech, language, and listening skills in people of all ages with a hearing loss.

The BEA is a community of recipients, candidates and professionals who connect to promote the benefits and optimal use of cochlear implants and Advanced Bionics technology.

And you can always visit [www.advancedbionics.com](http://www.advancedbionics.com) for materials, resources, and information.

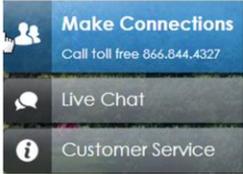


# Resources & Support

## For Educators, Therapists, Recipients, and Families

**Online:**  
**Live Chat:** [AdvancedBionics.com](http://AdvancedBionics.com)

**Customer Care:**  
**Speak with an audiologist:**  
Toll Free Phone: 1-877-829-0026  
TTY: 1-800-678-3575  
**Email Questions:**  
[CustomerService@AdvancedBionics.com](mailto:CustomerService@AdvancedBionics.com)  
[ToolsForSchools@AdvancedBionics.com](mailto:ToolsForSchools@AdvancedBionics.com)  
Monday through Friday, 5 am to 5 pm PST



TOOLS for SCHOOLS™

Speakers Notes: Finally support is always available. Discover resources and support services online or by phone.