Accessories

Instructions for Use
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Introduction

This accessory instruction manual was developed for all patients who use the following processors sold by Oticon Medical:

Neuro One, Saphyr® SP neo collection, Saphyr® CX neo collection, Saphyr® SP, Saphyr® CX, Digi SP’K, Digi SP’K CX, Digi SP, Digisonic® BTE.

The Saphyr® processor models (Saphyr® SP and/or Saphyr® CX) et Digi SP’K (Digi SP’K and/or Digi SP’K CX) shall only be specified if information pertains to one of the models exclusively.

In this manual, you will find all the information regarding the availability and use of accessories offered by Oticon Medical:

- Description of the accessory
- Purpose
- Use
- Warnings
- Troubleshooting
- Services and guarantee

⚠️ The illustrations in this manual are not contractually binding.
Auxiliary inlet

Description
The auxiliary inlet can be recognised by its three point connector and is identified on some processors with the inscription “AUX” (① shown in the diagram opposite). The Digi SP’K auxiliary inlet can be found on the remote battery pack②.

When should the auxiliary inlet be used?
The auxiliary inlet is necessary for connecting external audio accessories such as the FM system, the telecoil (for processors older than Saphyr®) and the contralateral microphone.

How do you use your auxiliary inlet?
• Stop the processor. Position “0” on the selector for Digisonic® BTE and Digi SP processors. Position of the selector wheel should, at a minimum, be at “0” for Saphyr®, Saphyr® neo collection and Neuro One processors. Press and hold on the “③” button for Digi SP’K processors.
• Connect the audio accessory to the auxiliary inlet ② and select the appropriate programme.

⚠️ Warnings
• Before first using the audio accessories, consult the person in charge of adjustment. This person can activate the processor’s auxiliary inlet. If the auxiliary inlet is not activated, you will not be able to hear anything.
• Handle the connections with care.
• NEVER CONNECT A PROCESSOR WITH AN ACCESSORY WHICH IS CONNECTED TO CURRENT.
• If the accessory plugged in the auxiliary inlet is weak, the processor stops stimulating and the indicator light flashes slowly for 1 minute. Then, the processor shuts down. Disconnect the accessory before re-starting the processor.
• The use of audio accessories is exclusively reserved for the connection to devices using batteries or rechargeable batteries.
Contralateral microphone system

Description
The contralateral microphone system is comprised of a small microphone ① and a cable ② for connection to the processor. This accessory is compatible with Saphyr® SP and Digi SP processors and is available only in the case of a binaural implant.

The cable and the microphone are available in two colours for matching with your processor. The Silver colour is recommended for salt and pepper, dark grey or black hair. The Mocha colour is ideal for blonde, auburn, red, chestnut or brown hair. For improved comfort and adjustment to your head, the cable is available in two lengths: 23cm and 26cm.

When should the contralateral microphone be used?
The contralateral microphone is a vital system for stereo hearing. It is used for binaural implants.

How is the contralateral microphone system used?
• Connect the microphone to the connecting cable.
• Connect microphone and the connecting cable to the processor (auxiliary inlet).
• Position the processor behind your ear and magnetise the antenna.
• Pass the cable behind your head.
• Position the microphone behind your other ear.
• Switch the processor on.
• **How is the contralateral microphone system maintained?**
• Handle with care. In the event of a fall, check that the device is working properly. Do not attempt to repair it, instead contact Oticon Medical’s after-sales service.
• Do not submerge in water or any other liquid.
• Ensure the microphone and/or processor cable is always disconnected very carefully.
• Clean regularly with cotton pad or, if you prefer, with a stiff brush dipped lightly in alcohol.
• Store away from sunlight, heat, dust, humidity, vibrations and shocks.

ℹ️ **For the attention of your audiologist**
The contralateral microphone system is used as an audio accessory (the processor and accessory are connected during the adjustment session).
• For initial activation, activate the auxiliary input on the programme of your choice for the Saphyr® SP (P₁, P₂, P₃ or P₄) processor.
• For the Digi SP processor, activate the auxiliary input and copy the P₁/P₂ adjustments into P₃/P₄.
• Adjust the microphone/auxiliary input ratio in accordance with the patient’s preferences.
• In case of a binaural implant with the Saphyr® SP processor, check that the “Cross-link” option is activated.

**Service and guarantee**
The cable connecting the microphone to the processor is guaranteed for 6 months, while the microphone is guaranteed for 1 year. A copy of the original invoice or the guarantee certificate as well as the faulty accessory must be returned to us for any exchange. The guarantee covers all faulty parts as well as manufacturing faults. It does not cover damage caused by improper use or improper maintenance of the accessory.
Silhouette

Description
The Silhouette device is an induction coil used for mobile telephones and MP3 players. Its shape follows the shape of the ear in order to provide a good hold. An integrated control bottom facilitates the use of the telephone. This accessory is available in a monaural version (for one ear) and a binaural version (for two ears).

When should the Silhouette be used?
The silhouette is used as a hands free kit, with a mobile telephone or an MP3 player.

How is the Silhouette used?
• Connect the 3.5mm Jack inlet to the mobile telephone or MP3 player inlet.
• Position the coil (hook) behind the processor. For the binaural version, put the coil behind each processor by passing the wire behind your neck.
• Select the Telecoil programme on your processor.
• Attach the catch on the Silhouette by adjusting it so that the microphone is close to the user’s mouth.
• Use the telephone hands free with the integrated Silhouette remote control (the telephone can be stored away) or select your favourite piece of music!
• Once you have finished your conversation, you can keep the Silhouette for further use or store it in its jacket.
How is the Silhouette maintained?
• Do not submerge in water or any other liquid.
• Make sure you always carefully disconnect the Jack inlet on telephones or MP3 players.
• Store away from dust, humidity and shocks, in the protective jacket provided.

Service and guarantee
The Silhouette comes with a 6-month guarantee. A copy of the original invoice or the guarantee certificate as well as the faulty accessory must be returned to us for any exchange. The guarantee covers all faulty parts as well as manufacturing faults. It does not cover damage caused by improper use or improper maintenance of the accessory.
## Troubleshooting with your audio accessories

<table>
<thead>
<tr>
<th>Problems</th>
<th>Solutions</th>
</tr>
</thead>
<tbody>
<tr>
<td>You can’t hear anything</td>
<td>Have you been to see your adjuster? Is your processor plugged in?</td>
</tr>
<tr>
<td></td>
<td>Check if it is necessary to activate the hands free kit option on your telephone.</td>
</tr>
<tr>
<td></td>
<td>You may need to clean the contacts on your audio accessory’s connector (with 70% or 90% alcohol).</td>
</tr>
<tr>
<td></td>
<td>Check that the cable connecting the microphone to the processor is connected and undamaged.</td>
</tr>
<tr>
<td>The contralateral microphone isn’t receiving any sounds</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>Audio accessory connection problem</td>
<td>Check the compatibility of your audio device and your telephone, the connector may not be compatible.</td>
</tr>
<tr>
<td>Sound is intermittent</td>
<td>Check the connections.</td>
</tr>
<tr>
<td></td>
<td>Check there is no broken cable.</td>
</tr>
<tr>
<td>The sound is not loud enough</td>
<td>Increase the volume on your audio device.</td>
</tr>
<tr>
<td>The sound is too loud</td>
<td>Lower the volume on your audio device.</td>
</tr>
<tr>
<td>You can only hear your FM system</td>
<td>Increase the volume on your processor.</td>
</tr>
<tr>
<td>Your listening is disrupted by external noises</td>
<td>Lower the volume on your processor until the external noises no longer bother you.</td>
</tr>
<tr>
<td>There is no sound coming from the Silhouette. The sound isn’t loud enough, it’s distorted or the sound is regularly cut</td>
<td>Check that the T programme (telecoil) is selected and that the coil is properly positioned.</td>
</tr>
<tr>
<td></td>
<td>Increase the volume on the mobile telephone or MP3 player.</td>
</tr>
<tr>
<td></td>
<td>Check the connection on the Jack inlet on the device and ensure no adapter is necessary for the telephone.</td>
</tr>
<tr>
<td></td>
<td>Remove the telephone from the Silhouette or the processor.</td>
</tr>
<tr>
<td>The speaker cannot hear the user’s voice very well</td>
<td>Move the microphone closer to the mouth.</td>
</tr>
<tr>
<td></td>
<td>Check the points listed above.</td>
</tr>
</tbody>
</table>
**Ear hooks**

**Description**
For all processors (with the exception of Zebra and Digi SP’K), there are two different lengths of ear hooks for improved suitability for your ear. The Digi SP’K ear hooks are only sold in one length and are rigid.

These ear hooks have a special attachment. As a result, the first time you use these ear hooks on a processor from a generation before the Saphyr® neo collection range, you may need to return your processor to Oticon Medical.

**When should the ear hooks be used?**
The ear hooks ensure that the processor stays on your ear. Short and long ear hooks each have a different shape, for an improved fit with the morphology of your ear. For improved hold and comfort, you can ask your hearing care professional to make an end piece for you. This end piece would attach to the end of the ear hook.

**How to change the ear hook**
Switch your processor off. If you want to change your ear hook, detach it carefully. Attach your new ear hook. You can put your earloop back. Don’t forget to switch your processor back on.

**How to maintain the ear hook**
Clean it regularly with a wet wipe without removing the processor.
Warnings
• Do not clean with water.
• Do not remove the ear hook too often and then put it back again, as this may damage your processor.
• Do not use when wet.
• Avoid contact with cosmetic products such as moisturisers, sun creams, hair products etc.

Service and guarantee
The ear hook may be changed when the processor breaks down. You will be charged if you request any specific change in the ear hook. Ear hooks are provided in batches of 2. This batch is guaranteed for 1 year. A copy of the original invoice or the guarantee certificate as well as the faulty ear hook must be returned to us for any exchange. The guarantee does not cover malfunctions caused by improper use of the ear hooks.

Cover clip
Description
This accessory is comprised of a cover made of nylon and spandex (elastic synthetic material), a cable and a clip. The cover is sold in different colours and is specially designed for Digisonic® BTE, Digi SP, Saphyr®, Saphyr® neo collection and Neuro One processors. For the contralateral microphone, a cover of a suitable size, with neither a clip nor a cable, is also available in different colours.

When should the clip cover be used?
Under all circumstances, the cover is designed to protect your processor against humidity and perspiration. Covers with a clip have additional holding capacities for some sports or outdoor activities.
How to use your cover clip
• Switch your processor off.
• For the processor, disconnect the antenna cable from your earloop. If you wear a contralateral microphone, disconnect the connecting cable.
• Remove the end of the ear hook through the opening (opposite the cable for covers with a clip) by pushing it through the split in the middle of the cover.
• Push the entire processor and/or contralateral microphone through the split in the middle.
• Connect the connecting cable on the contralateral microphone if necessary. For the processor, connect the antenna to the earloop.
• Switch the processor on.
• Your system is ready for use.

How to maintain the cover clip
Wash your cover by hand in cold water with a gentle detergent.

Warnings
• Do not put in the washing machine.
• Do not put in the dryer.
• Do not use when wet.

Service and guarantee
No guarantee is provided for this accessory.
**Holding buckle**

**Description**
The holding buckle is made of a transparent tube and ring.

**Under what circumstances do you use your holding buckle?**
Use of a Holding buckle is recommended for sports, lively activities or simply everyday use for the purposes of comfort. Everyday use of the holding buckle is highly recommended for children.

- Disconnect the antenna cable (or the connecting cable for a contralateral microphone) and position the ring.
- For Digi SP’K processors, slide the ring onto the adjustment inlet.
- For other processors, slide the ring on the indicator light ① or between the auxiliary connections and the antenna inlet ②.
- For contralateral microphones, slide the ring to the middle of the processor. The ring should be located above the bulge at the bottom of the device.

When you open the battery compartment, check that the ring is not blocking the opening.
① • Put your processor or contralateral microphone over your ear.
  • Return the tube to the front of the ear up to the hook, by passing it under the earlobe.
  • Determine the length of the tube for optimised hold and comfort.
  • Set the tube at the length desired.
  • Cut the tube at this point.

② • Insert the hook into the tube.
  • Pinch the tube between your thumb and index finger, a few millimetres from the end.
  • Then insert the hook into the tube by gently placing the tube diagonally in order to ease insertion.
  • Once the hook has been inserted, raise the tube by a few millimetres by sliding it along the length of the hook with rotating movements.

③ • Reconnect the antenna cable (and/or the connecting cable for a contralateral microphone).
  • Place the processor or the contralateral microphone behind the ear then put the tube on the front of the ear by gently passing the earlobe above the tube.

Service and guarantee
No guarantee is provided for the holding buckle.
Protective case

Description
The case is a compact, elegant box specially designed for storing your processor. This companion should come with you everywhere!

When should the case be used?
Your case was made for storing your processor. All that is required is to remove the batteries (as you do whenever you are not using the processor) and put the processor in the case. In case of maintenance, we recommend you use your case to return your processor to us. When travelling or at home, you can store your case in the transport bag, your earloop will be very well protected.

How to use your case to store your processor
When you’re not using your processor, remember to remove the batteries. You can store them in the two pockets in the case, which were provided for this reason.
• Gently put the processor at the bottom of the case. The processor is positioned in the wider side of the case.
• Ensure each component is properly flat.
• Put the antenna cable and the antenna in the narrowest part of the case.
• We do not recommend that you disconnect the antenna cable.

Warnings
• Avoid exposure to sun and hot environments.
• Avoid contact with water, as the case is not watertight.
• The case was not designed to withstand violent shocks or falls, take good care of it (and take even better care of it when your processor is inside).
• If your processor is stored in the case (as it always is when you are not using it), remember to remove your batteries and store them in a cool, dry place (absolutely not the refrigerator!).

Service and guarantee
No guarantee is provided for the case.
Carrier
Description
For everyday use or during travel, this is the ideal storage carrier for transporting all the parts which are vital for the operation of your processor. This carrier takes up as little space as possible.

The Carrier has 6 compartments:
- A zipped pocket ① for storing everything you need.
- An elastic band for storing the case ②
- A small and very practical pocket ③ which clips and unclips and can carry your accessories wherever you go.
- A pocket for storing your batteries ④
- An opening ⑤ for your USB stick for saving your settings as well as your ID card.
- An elastic band for storing the tester (not Neuro One compatible) ⑥.
When should the Carrier be used?
The carrier was designed to allow you to bring everything you need when you travel or go away for the weekend. It can also be used to store your processor and your everyday accessories.

How to use the Carrier
Store all the parts in the places provided and close the carrier using the zip.

⚠️ Warnings
- The carrier is not watertight and does not protect your processor and your accessories from water.
  - Keep it away from humidity.
- The carrier is not designed to withstand significant shocks or falls.

Service and guarantee
No guarantee is provided for the carrier.
Cleaning wipes

Description
Wipes soaked in an anti-bacterial and anti-yeast solution. Their special formula efficiently dissolves earwax and eliminates dust and perspiration residues. Packaged in a disposable sachet, two wipes are provided when your processor is delivered. Wipe boxes are available for purchase. Contact Oticon Medical or your hearing care professional for more information.

When should the cleaning wipes be used
Everyday use of the wipes is recommended for patients who have an earmould which is exposed to earwax. The shell, hook and outside of your processor should be cleaned every couple of weeks.

How to use the cleaning wipes
• Open the sachet.
• Gently rub the shell, hook and ear mould if you have one.
• Wait for it to dry.
• Dispose of your used cleaning wipe.

⚠️ Use warnings
• External use.
• Flammable product.
• Keep away from the reach of children.
• Avoid contact with eyes and mucous membranes.
• Use before the expiry date provided on the side of the sachet.
**Desiccation drying system** PERFECT DRY®

**Description**
Rectangular white box, the Perfect Dry® is delivered in a cardboard box with a user manual and a 12V adapter.

**Under what circumstances do you use the Perfect Dry®?**
Perspiration, humidity, changes in temperature and other irritations can prematurely oxidise the electronics in your processor and cause malfunctions and breakdowns. We therefore recommend that you use your Perfect Dry® daily to considerably diminish these risks.

**How to use the Perfect Dry®**
We recommend that you dry your processor in the evening, when you go to bed.
- Remove the batteries from your processor or from the remote battery pack (Digi SP’K processor). The antenna and the antenna cable must remain connected to the processor.
- Leave the battery compartment completely open.
- Put your processor (with its mould if you have one) in the Perfect Dry®, then shut it. If you use a contralateral microphone, you can also use the Perfect Dry®.
- Connect the cable on the jack side to the pack inlet, then connect the cable on the transducer side to the current inlet. Use the on-off switch at the back of the pack to launch the dry cycle. The ready light indicates that the dry cycle has been activated. The system has a time out (roughly 2 hours and 15 minutes). After this, the Perfect Dry® stops automatically (ready light switched off). This prevents you from disconnecting the system once drying has finished.
- When you like, you can relaunch the dry cycle. Use the on-off switch to do this.
- At certain times in the year (summer) or if you work in places which are especially humid (for example, a professional kitchen), you can optimise drying by adding a dehydration capsule to the pack.
How to clean the Perfect Dry®
• Make sure the Perfect Dry® is not connected.
• Clean the inside and outside of your Perfect Dry® using a clean, dry cloth at least once a week.

⚠️ Use warnings
• Use only for drying your processor (and your hearing aid, if you wear one).
• Store it in a clean, dry place.
• Do not use in water.
• Do not cover.
• Do not use chemicals to clean it.
• Never open the electronic part of the system. In case of opening, the guarantee will be cancelled automatically.

Service and guarantee
The Perfect Dry® has a 1 year guarantee which begins on the purchase date. The date on the invoice is proof of the purchase date. This guarantee is valid for use, in accordance with use instructions. In case of a breakdown, disconnect it from the mains and contact Oticon Medical’s customer service or your distributor. Any damage caused by anything other than the Perfect Dry®, improper use, non-compliant connection, lightning or an electrical surge are not included in this guarantee.
Tester Ce 0459

Description
The tester is a small black box measuring 5 x 2 x 3.5 cm with a small LED (indicator lamp). The tester is not compatible with the Neuro One processor which has a tester function which is integrated via the programme button.

When should the tester be used?
The tester allows you to verify that a signal has been sent properly from the antenna to the implant via the skin.

How to use the tester
• Ensure your processor is properly switched on and that the batteries have enough life.
• Hold your antenna tester in one hand and your processor and antenna in the other hand.
• Switch the processor on and put it on the usual programme.
• Put the antenna on the antenna tester on the side of the indicator lamp.
• Make a sound signal (by tapping your hand on the table, for example).
• If the signal was sent properly, the indicator light at the centre of the antenna tester will briefly illuminate.

Problems and solutions: the indicator light will not switch on.
• Check if the connection on the antenna cable is correct.
• Is the antenna cable in good condition? Try a new cable.
• Is the antenna in good condition? Try a new antenna.
• Is the battery pack properly closed?
• Is there still enough battery life? If not, change the batteries.
• Is your processor working properly? Put the selector on your usual programme (P1 or P2).
• If the problem persists, do not hesitate to contact your implant centre or the Oticon Medical customer service.
**Warnings**
- Avoid contact with water.
- Do not put your antenna tester in a desiccation system.
- Avoid shocks.

**Service and guarantee**
The tester comes with a 1-year guarantee. A copy of the original invoice or the guarantee certificate as well as the faulty tester must be returned to us for any exchange. The guarantee does not cover malfunctions caused by improper use of the antenna tester.
Microphone Earphones

Description
The microphone earphones look like normal music headphones. They can only be used with Neuro One, Saphyr®, Saphyr® neo collection and Digi SP’K processors.

When should the microphone earphones be used?
The microphone earphones allow the user to listen to audio signals which enter the processor in order to diagnose microphone problems (input of a sealed microphone, faulty microphone). The microphone earphones are strongly recommended for parental control in case of any doubts regarding the successful operation of the microphone.

How to use the microphone earphones
• Switch your processor off.
• Carefully connect the earphones to the auxiliary inlet (marked “AUX” on some processors) and to the programming inlet for the Digi SP’K processor.
• Switch on the processor on a programme without any auxiliary input activated, to evaluate the sound quality received.
• Allow a friend or family member to listen to the sound with the earphones.
• Before disconnecting the earphones, switch your processor off again.
⚠️ Comments and Warnings
- There is a risk of feedback occurring if the earphones are too close to the microphone.
- The sound level heard by a third party listener using the earphones is not representative of the sound heard by the patient.
- Only use the microphone earphones in case of doubts regarding the successful operation of the microphone. In fact, repeated use of the connectors can damage them.
- When using the microphone earphones, it is important that the processor should be turned to a programme without any auxiliary input activated, this to avoid an overconsumption error on the sound processor.

Service and guarantee
The microphone earphones come with a 6-month guarantee. A copy of the original invoice or the guarantee certificate as well as the faulty microphone accessories must be returned to us for any exchange. The guarantee does not cover malfunctions caused by improper use of the earphones.
Antenna, antenna cable and magnet

Description
Your antenna ① is connected to the processor by the antenna cable ②. The magnet ③ makes it possible to hold the antenna to your skin in the correct place for the implant receiver under your skin. For the Digi SP’K processor, the connecting cable ④ makes it possible to connect the micro-loop to the remote box.

For Neuro One, Saphyr® and Saphyr® neo collection processors, the antenna, magnets and antenna cables are available in several colours. Check availability in the Oticon Medical order form. For Digi SP, Digisonic® BTE and Digi SP’K processors, the antenna, magnets and antenna cables are available in beige and black.

Two lengths of antenna cable are available: 6 cm and 10 cm. The connecting cable on the Digi SP’K processor and its remote battery pack is available in 40cm and 70cm. Several magnet forces are available for your optimal comfort. Check strengths and availability in the Oticon Medical order form.
⚠️ Caution!
If you order an antenna cable, an antenna or a magnet, specify the model of your processor. The compatibilities are in fact different.
The choice of colours may vary, so don’t hesitate to refer to Oticon Medical’s customer service for more information.

How to use the antenna, the magnet and the antenna cable
- Remove the batteries from your processor.
- Connect the antenna to the antenna cable.
- Connect the antenna cable to the specific inlet, respecting the direction of the polarising slot at the level of the inlet and the cable (small, clear dash at the end of the antenna cable).
- Insert the batteries again.
- Connect your processor.
- Position the antenna opposite your implant’s receiver.

How to use the connecting cable for the Digi SP’K processor?
- Switch your processor off.
- Connect the connecting cable between the processor and the remote battery pack (auxiliary inlet identified as AUX), ensuring that you do not disrupt the direction of the connection at the inlet and cable level.
- Switch your processor on.
⚠️ Warnings

- It is expected that the cable connectors will be replaced occasionally (in case of a change in a faulty cable, for example). In order for the cables to have a longer lifespan, we highly recommend you store your processor in its case, without disconnecting the antenna cable.

- Using a magnet, the antenna is held on the skin, near the implant. You can, at any time, adjust the distance between your skin and the magnet by turning the magnet lid: to tighten the magnet again, turn it in the opposite direction of the arrows located under the magnet. To tighten it, turn it in the direction of the arrows.

- If the magnet is not strong enough, it may mean that the antenna cannot be held properly on the skin. Do not hesitate to use a magnet with stronger magnetic force.

- If the magnetic force is too great, irritation or redness may appear on the skin. In this case, we would recommend that you choose a magnet with lower magnetic force.

- If the magnets delivered in your box are not suitable, do not hesitate to consult your implant centre, your local distributor or to contact the Oticon Medical customer service directly.

Service and guarantee

The antenna and magnets come with a 1-year guarantee. The cables are guaranteed for 6 months. A copy of the original invoice or the guarantee certificate as well as the faulty accessory must be returned to us for any exchange. The guarantee does not cover malfunctions caused by improper use of the accessories.
Screwdriver

Description
The screwdriver is a small accessory with a pointed end. The screwdriver is used for the locking system for the battery compartment available only for the Neuro One processor.

When should the Screwdriver be used?
The screwdriver is used to activate or deactivate the battery compartment lock, and thus to avoid lost batteries. This feature does not replace adult supervision.

How to use the Screwdriver?
• Remove the processor from your ear. If you change the batteries, switch it off.
• Hold the black part of the screwdriver. The pointed end will touch the screw.
• To activate the lock, turn the screw to the bottom of the processor so that the slot on the screw is located along the “-” sign.
• To deactivate the lock and open the compartment, turn the screw so that the slot on the screw is opposite the “-” sign.
• Switch your processor on.

Comments and Warnings
• Do not force.
• Do not use the screwdriver for purposes other than those described above.
• Keep away from the reach of children.

Service and guarantee
No guarantee is provided for the screwdriver.
## Troubleshooting your control accessories

<table>
<thead>
<tr>
<th>Problems</th>
<th>Solutions</th>
</tr>
</thead>
</table>
| You can't hear anything/The sound is intermittent   | Is your processor plugged in?  
Is the antenna cable properly connected to the processor and the antenna?  
Is the battery still charged?  
Check the antenna cable and the antenna are working properly using the tester.  
Check the condition of the microphone. |
| The hold for the antenna is not strong enough       | Did you screw the magnet in properly?  
Have you tried to screw the force 5 magnet into the box?  
Ask your implant centre, local distributor or Oticon Medical customer service for help for a high strength magnet. |
| The hold for the antenna is too strong              | Loosen the magnet by unscrewing it gently.  
Have you tried to screw the force 4 magnet into the box?  
Ask your implant centre, local distributor or Oticon Medical customer service for help with a low force magnet. |
| The antenna cable is cut.                           | You will find a second antenna cable in your processor's accessory box. You can also order a new antenna cable from your Oticon Medical distributor or from Oticon Medical customer service. |
| You can't connect your new antenna cable            | Is the shape of the antenna cable compatible?  
Is the direction of the connection correct?  
Check that the pins are not folded.  
If the problem persists, please contact your implant centre or Oticon Medical Customer Service. |