



**"Better Hearing,
Better Living."**

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**TROUBLESHOOTING OF
COCHLEAR IMPLANTS**



Troubleshooting

Possible problems	Troubleshooting steps
Distorted/Intermittent Sound	<ol style="list-style-type: none"> 1. Clean microphone ports, check for moisture.
Poor or change in sound quality	<ol style="list-style-type: none"> 1. Check all connection points. 2. Examine for any physical damage or cracks. 3. Look at mic ports & clean or change mic covers if necessary. 4. Ensure appropriate volume & sensitivity settings. 5. Check if T-coil is turned on.
No output from the sound processor.	<ol style="list-style-type: none"> 1. Try switching the processor on. 2. Change batteries. 3. See if sensitivity and volume settings are appropriate. 4. Check for cracks or bends on the coil/cable/processor. 5. Examine the microphone on the processor (Ports can be clogged or dirty).
The processor has intermittent communication	<ol style="list-style-type: none"> 1. Examine for cracks or bends at connections of coil & coil cable & processor. 2. Check for any loose connections. 3. Observe if there is any issue with the battery. 4. Change programs/switch programs.

Troubleshooting

Possible problems	Troubleshooting steps
Processor switch-off suddenly	<ol style="list-style-type: none"> 1. Check if “Auto power off” is enabled. 2. Change the batteries.
Processor gets wet	<ol style="list-style-type: none"> 1. Clean and dry the processor using dry aid kit. 2. Change mic protectors.
Device hot or behaving unusually	Turn off, contact audiologist or support.
Battery charging issues:	Clean contact points, ensure correct socket use.

Service & Follow-up

- Schedule annual check-ups.
- Keep a personal maintenance log.
- Visit audiologist if issues persist despite troubleshooting.