MED-EL MEDICAL ELECTRONICS

OPUS 2 Troubleshooting

This is a general guide to help you detect or resolve any malfunctioning of your processor. Please follow the diagram below, refer to your OPUS 2 user manual or contact your Cochlear Implant centre.

Your OPUS 2 processor is intermittent or is not working

Does the red indicator light flash when the processor is turned on?

- YES → Count the number of flashes. There should be no more than four flashes with no pauses or repetition. Does this occur?
- NO → Refer to pages 38–41 of your OPUS 2 user manual. If you are still experiencing technical issues please contact your Cochlear Implant Centre.

Count the number of flashes. There should be no more than four flashes with no pauses or repetition. Does this occur?

- YES → Using your speech processor test device (SPTD), place the coil underneath, does a red light flicker consistently when you speak?
- NO → Replace the batteries (or recharge if using the DaCapo system, then turn the processor back on. Does a red light appear with no more than four flashes?

Using your speech processor test device (SPTD), place the coil underneath, does a red light flicker consistently when you speak?

- YES → Perspiration, dirt or cracks can cause intermittent problems. Check the earhook and processor, clean if necessary and try the SPTD again, does a red light flicker consistently when you speak?
- NO → Replace the batteries (or recharge if using the DaCapo system). Using the SPTD, does red light flicker consistently?

Replace the batteries (or recharge if using the DaCapo system, then turn the processor back on. Does a red light appear with no more than four flashes?

- YES → Count the number of flashes. There should be no more than four flashes with no pauses or repetition. Does this occur?
- NO → Check if the pins on either end of the cable are intact, and there are no broken pins in the processor or the battery pack. Do the cable and pins look intact?

Check if the pins on either end of the cable are intact, and there are no broken pins in the processor or the battery pack. Do the cable and pins look intact?

- NO → Refer to pages 38–41 of your OPUS 2 user manual. If you are still experiencing technical issues please contact your Cochlear Implant Centre.
- YES → Hold the speech processor test device (SPTD) over your coil, does a red light flicker consistently when you speak?

Hold the speech processor test device (SPTD) over your coil, does a red light flicker consistently when you speak?

- NO → Replace the cable with the spare cable (if available) and try the SPTD again, does a red light flicker consistently when you speak?
- NO → Using the FineTuner remote control, try changing programs. Does a red light appear with no more than four flashes?

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- NO → Perspiration, dirt or cracks can cause intermittent problems. Check the earhook and processor, clean if necessary and try the SPTD again, does a red light flicker consistently when you speak?

Using the FineTuner remote control, try changing programs. Does a red light appear with no more than four flashes?

- YES → Perspiration, dirt or cracks can cause intermittent problems. Check the earhook and processor, clean if necessary and try the SPTD again, does a red light flicker consistently when you speak?

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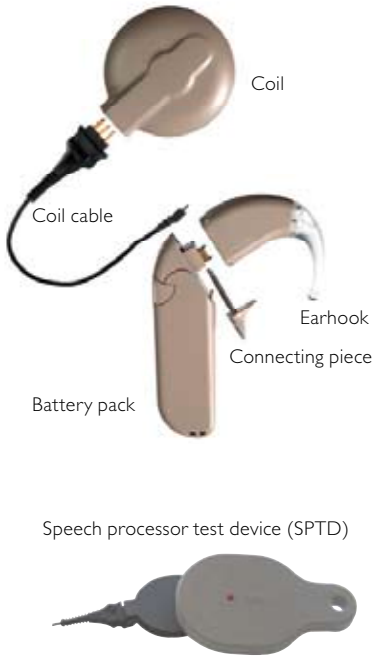
- YES → Your processor appears to be working. It is important that a daily clean and check is done to keep your OPUS 2 processor in optimal condition. Check your user manual for further details. If any technical issues reappear then use this troubleshooting guide. If the issue persists, please contact your Cochlear Implant Centre.
- NO → Refer to pages 38–41 of your OPUS 2 user manual. If you are still experiencing technical issues please contact your Cochlear Implant Centre.

Processor components



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