**Neptune™ System Parts**

1. Sound Processor  
2. Processor LED  
3. On/Off Button  
4. Auxiliary Connector  
5. Battery Cover  
6. Color Cover  
7. Neptune Connect  
8. Neptune Connect Sync Light  
9. Program Switch  
10. Volume Control  
11. Sensitivity Control  
12. Europort Connector  
13. Headpiece  
14. Microphone  
15. Headpiece Cable  
16. AAA Battery  
17. Headpiece Cable Connector  
18. Neptune Connect Release Latch

**Neptune Processor LED and Alarms Table**

<table>
<thead>
<tr>
<th>Color</th>
<th>Description</th>
<th>Alarms and Conditions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Orange</td>
<td>Fast blinks at start-up</td>
<td>0 to 4 blinks indicates the battery charge, 0 blinks = battery depleted,</td>
</tr>
<tr>
<td></td>
<td>Solid light or slow beeps</td>
<td>4 blinks = battery fully charged</td>
</tr>
<tr>
<td></td>
<td>Blinks or beeps twice every 3 seconds</td>
<td>Low battery</td>
</tr>
<tr>
<td></td>
<td></td>
<td>No stimulation, change battery</td>
</tr>
<tr>
<td>Red</td>
<td>Blinks or beeps once per second</td>
<td>Loss of lock with the implant</td>
</tr>
<tr>
<td></td>
<td>Blinks or beeps rapidly</td>
<td>Wrong implant connected</td>
</tr>
<tr>
<td></td>
<td>Solid light or continuous beep</td>
<td>Error condition (remove and reinsert battery)</td>
</tr>
<tr>
<td>Green</td>
<td>Light flickers</td>
<td>Neptune and microphone are working</td>
</tr>
<tr>
<td></td>
<td>Solid light</td>
<td>Empty program slot or monitor position setting</td>
</tr>
</tbody>
</table>
Syncing the Neptune Connect and Processor

To sync if Neptune is OFF:
- Attach Neptune Connect
- Set program, volume and sensitivity
- Turn on Neptune

To sync if Neptune is ON:
- Remove color cover and attach Neptune Connect
- Confirm program and sensitivity setting on the Neptune Connect
- Turn the volume all the way down by moving the dial in a counter-clockwise direction
- Sync Light will flash green once
- Return volume dial to typical use setting

Daily Neptune System Checks

1. Visually inspect the Neptune parts. If there are any signs of damage, replace the part or inform the cochlear implant center.

   After checking for any signs of damage, check that the cables are properly and fully inserted in the jack.

   Inspect the cables to ensure that there are no cracks, breaks or kinks.

   Remove the cables and inspect the jacks.

   Next, inspect the ports. If there is any debris, clean as necessary and reattach cables or other equipment.

   Ensure that the microphone opening is clear of debris or moisture.

2. Check whether the battery is charged by observing the LED at switch-on. (Refer to LED and Alarms Table).

3. Ensure the Neptune Connect is synced with the processor.

4. Ensure the correct program is in use and the volume and sensitivity dials are at recipient preferred settings (default = 12 o’clock).
5. Perform a listening check of the headpiece microphone by ensuring that the Neptune Connect is attached and synced to the Neptune processor, plugging headphones/earbuds into the Auxiliary Connector of the Neptune Connect, selecting the monitor position (triangle) on the program switch. Speak in a normal voice and monitor the output with the headphones/earbuds.

To listen to FM input:
- Connect the wireless receiver into the Europort and synchronize it with the FM transmitter.
- Set the program switch to the monitor (triangle) position.
- Speak into the transmitter and monitor the output with the headphones/earbuds.
- While the child is wearing the processor, observe the LED. Use the LED sequence to determine what the problem may be. Refer to the Neptune Processor LED and Alarms Table to determine what the problem is.
- Audible Alarms, if activated, provide information on system status and battery life. Use the Neptune Processor and LED and Alarms Table to determine what the problem may be.

6. If the processor LED or alarms indicate an issue, refer to the LED and Alarms Table to help resolve it.

7. Perform a live listening test with the child (for example, repeating the “Ling 6” sounds).

AB makes it SIMPLE FOR SCHOOLS:

AB makes it Simple for Schools by providing FREE and easy downloadable instructions and pictures to conduct The Ling Six Sound Check.

Visit AdvancedBionics.com/its and click on the Assessment Tools Downloads to print The Ling Six Sound Check and The Ling Six Sounds Cards.

ADDITIONAL RESOURCES

In the US:
To speak with Advanced Bionics directly about a troubleshooting issue or if you have other questions, please contact an AB representative at 866-844-HEAR (4327) or visit ToolsforSchools@AdvancedBionics.com

Rest of the world:
Please contact your local AB representative or visit AdvancedBionics.com