Platinum Series® Sound Processor

We encourage you to review the processor components before proceeding.
Choose from the item below that best describes your situation:

I want to learn how to perform a task

I need help with troubleshooting a problem

Back
How do I ..........

- Check the device each day?

- Connect to an FM system?
How to Verify the Child’s Device is Working

1. Verify the PSP is turned on and the battery is fully charged?
   • The program switch should be turned to the desired program location (•, ••, •••) if the processor is on.
     • An open circle indicates the processor is in the Off position.
     • Upon turning the program switch to a program location you should see 3-4 quick Red blinks verifying the battery is fully charged.

2. Verify the cable is plugged into the processor and the headpiece securely.
   • Check to see the cable is not twisted or frayed
How to Verify the Child’s Device is Working

3. Is the Sensitivity Control in the 12 o’ Clock position?

4. Is the Volume Control in the 12 o’ Clock position?

5. Is the Platinum Headpiece positioned over the Implant (internal device)?
   • You should feel the magnetic attraction
How to Verify the Child’s Device is Working

6. Verify the LED flashes **GREEN** in response to the Loud Sounds
   • This assumes the Processor is on, battery is charged and the Volume and Sensitivity are in the 12 o’Clock position.

7. Perform a Behavioral Listening Check
   • Use the Ling Six Sound Check to verify that the child is able to detect all aspects of speech.
   • I am unsure how to perform this task, tell me more…
Performing a Behavioral Listening Check

• Using the Ling Six Sounds (ah, ee, oo, sh, s and mm) you can determine a cochlear implant’s effectiveness by verifying that the child is able to detect all aspects of speech as the six sounds encompass the frequency range of all phonemes.

Six-Sound Speech Test Instructions

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Connecting to an FM System

1. Ensure that you have the appropriate equipment.
   • Patch Cable
   • Receiver
   • Transmitter

2. Ensure that the FM system is functioning appropriately by listening to the FM system through an amplified speaker or walkman-style earphones.

3. Make sure all components are turned off

4. Attach the FM Receiver via the Patch Cable to the PSP
Connecting to an FM System

5. Set any gain, output, or tone controls on the FM Receiver per the Audiologist or FM Manufacturer.

6. Ensure that the volume on the FM Receiver and PSP are set to minimum.

7. Turn on the FM Transmitter, FM Receiver, and the PSP in this order.
   - Note: It is important that you turn on the equipment in the proper order to prevent the child from hearing any adverse sound percepts.
Connecting to an FM System

8. Gradually increase the Volume and Sensitivity Controls on the PSP to user settings.

9. Gradually turn up the volume on the FM Receiver to a comfortable listening level.

10. Assess performance:
    • In quiet using an auditory only task
    • Verify FM benefit by determining performance in noise – CI+FM
    • Perform daily functional checks and monitor performance
I need help troubleshooting the following.....

- Child is NOT responding to Sound
- The Light (LED) on the Processor is Flashing or I hear the Audible Alarm
- Sound appears to be Intermittent
- Headpiece will not stay on
- Child’s voice sounds muffled or different
Child is NOT responding to sound—
*Note you have verified no response with a behavioral listening check.

1. Verify the Sound Processor is ON
   - The program selector should be in either the P1, P2, P3 position

2. Check your connections including the Battery Latch and Cable Connections to the Headpiece and Processor
   - Make sure they are secure
   - Make sure the cable is not twisted, kinked or frayed
Child is NOT responding to sound—
*Note you have verified no response with a behavioral listening check.

3. Verify that the Volume and Sensitivity Dial are in the 12 o’clock position.

4. Is the Headpiece positioned over the implant site?
   • Busy children can knock it off and may not be able to put it back in place.
Child is NOT responding to sound—
*Note you have verified no response with a behavioral listening check.

5. Is the PSP battery charged and latched securely?
   - The LED will flash 3-4 quick RED flashes letting you know it is fully charged
   - Learn more about the Power Options

6. Are you using the appropriate program?
   - You may need to check with the parent or audiologist for this information
   - Check the child’s pouch for a programming card listing this information
PSP Power Options

- The PSP is powered by a custom-designed, rechargeable, lithium ion battery
- The battery slides on and is held in place by a latch
- As an alternative to the rechargeable batteries a AA Battery Compartment can be used
  - The AA Battery Compartment uses three AA batteries
Child is NOT responding to sound—
*Note you have verified no response with a behavioral listening check.

7. Check the Microphone/System Status using the LED
   • I would like to learn more about LED functionality

8. Replace the Headpiece/Cable
   • Keep spare equipment on hand – Learn more
   • To order equipment contact us now

9. Clean the contacts on PSP battery and processor
   Learn how
Recommended Spare Equipment

A. Cable

B. AA Battery Pack

C. Headpiece

D. Hand-held Microphone

To order or for additional information contact a Customer Care Representative at 877-829-0026
Child is NOT responding to sound—
*Note you have verified no response with a behavioral listening check.

10. Remove any materials that may be covering the PSP microphone (i.e. Scarf, Hat, Headband)

11. Perform a test of the Platinum Headpiece (PHP) Microphone
   - Learn how

12. Try another audio input source
   - Such as an Auxiliary Microphone or your Audio Interface Cable interfaced with an audio device (i.e., CD/MP3 player).
   - Learn how
How to Try another Audio Input Source

1. By connecting the audio interface cable to a portable listening device* or connecting the auxiliary microphone you can verify if the child can receive sound through another sound source.

*When using the audio interface cable a mono to stereo adapter is recommended to learn more click here.
Why is a Mono to Stereo Adapter needed?

The auxiliary jack on the PSP accepts mono input and the audio interface cable has a stereo plug which is why the adapter is needed. This reduces the possibility of interference.
How to Try another Audio Input Source

2. Should the child receive sound with another audio source this verifies that the processor microphone is not functioning

3. If you verify the processor microphone is not working, contact the family and/or managing audiologist to notify them of the problem

4. Need further assistance with this issue click here
Cleaning the Processor and PowerCel Contacts

1. To prevent intermittent operation of the Processor, contacts on both the PowerCel and Processor should be kept free from dirt, dust, perspiration or moisture.

2. Clean the contacts with a soft bristle brush (a hearing aid brush is best) at least once a month.
Performing a test of the Microphone

1. Remove the PSP from the child
2. Plug the Microphone Tester Earphones into the auxiliary input jack located on the side of the processor
   - You can use any headphones that you may have available
3. Turn the program selector to the microphone test position (open triangle)
4. Put on the Earphones
5. Speak in a normal voice and monitor output
6. Move cable around to listen for any intermittencies
Child is NOT responding to sound—
*Note you have verified no response with a behavioral listening check.

13. Check for visible damage on the processor

14. Contact the audiologist for further troubleshooting
   • Contact us now!
The Light (LED) on the Processor is Flashing or I hear the Audible Alarm

1. I see a **Green** flashing light

2. I see a **Red** flashing light

3. I hear the Audible Alarm (beeping sound)
Green LED indicates the following...

- The PSP will flicker **Green** verifying the microphone is receiving sound, that data is being transmitted to the implant, and that the Processor is receiving information back from the implant.
- Increasing the Sensitivity will cause the **Green** LED to flash in response to softer sounds.
- Decreasing the Sensitivity will require more intense sounds for the LED to react.
- The **Green** light is not expected to illuminate continuously especially if the child is in a quiet environment.
Red LED can mean the following...

1. Battery Status
   - When the PSP is turned on the **Red** light will blink as follows:
     - 3 – 4 quick blinks indicate the battery is fully charged
     - 2 quick blinks indicate the battery is sufficiently charged
     - 1 quick blink indicates the battery is nearly depleted

2. Lock Status
   - Blinks at 1 second intervals indicating no lock with the implant

3. Intellink™
   - Rapid blinks indicating wrong implant is connected
The Audible Alarm can mean the following:

- Optional feature that can be activated at the time of programming
- Designed to alert the parent or teacher when the system is not transmitting sound to the implant or when the battery is nearly depleted
- Communicates the following:
  - If there is a loss of lock the Alarm will beep in 1 second intervals until lock can be established
  - When the battery is near depletion it will emit a slow beeping tone until the battery dies or is replaced
# PSP LED Functionality Chart

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|       |                          | - 2 quick red blinks indicate that the battery is sufficiently charged to power the system  
|       |                          | - 1 quick red blink indicates that the battery charge is nearly depleted                     |
|       | Lock Status              | Once the battery charge sequence is complete, the LED indicator begins to flash red approximately once per second. Flashing will continue until the headpiece is properly positioned on the head. |
| Green | Microphone / System Status | The LED flashes green in response to loud sounds. This occurs when a loud acoustic signal (e.g. snapping fingers) is presented close to the headpiece with the sensitivity at the default setting. The LED flashing green in this condition indicates the following:  
|       |                          | - the ICS is sending data back to the sound processor                                         
|       |                          | - the microphone is receiving sound                                                           
|       |                          | - the sound processor is sending data to the ICS                                             
|       |                          | - the ICS is correctly receiving the data                                                    
|       |                          | - the program's AGC is enabled                                                               
|       |                          | - the sound processor is correctly receiving this information.                               |

Download this chart now
Sound is intermittent—

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Sound is intermittent—

3. Verify that the Volume and Sensitivity Dial are in the 12 o’clock position.

4. Is the Headpiece positioned over the implant site?  
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Sound is intermittent—

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Sound is intermittent—

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Headpiece will not stay on…..

1. CAUTION: adding too many magnets to the headpiece may cause physical discomfort and can potentially damage the skin around the implant site

2. How long has it been since surgery? Swelling is common for 1-2 months following surgery

3. If significant time had elapsed, you may try the following:
   - Use of the cable clip will help keep the headpiece on
   - Other suggestions:
     - Use moleskin
     - Temporarily shave hair around the implant site
     - Apply pressure to the headpiece with a headband, baseball cap, etc.
     - Refer to audiologist for further troubleshooting
Child’s voice sounds muffled or distorted

1. Is the processor turned on? ✓
2. Are the connections secure?
3. Is the Volume Control in the 12 o’ Clock position?
4. Verify the LED status
   • Learn how
5. Perform a behavioral listening check
   • Learn how
6. Perform test of the Microphone
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7. Refer back to “Sound is Intermittent” section for additional steps
   • Go now
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Download this chart now

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Performing a Behavioral Listening Check

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I need more information……

1. Speak to an Audiologist to ask further questions

2. Learn more on-line about the PSP Processor
Speak to an Audiologist

Please call us for further assistance:
• Hours of Operation: 5 AM to 5 PM PST
  (877) 829-0026 US and Canada
  (800) 678-3575 TTY
  (661) 362-1400 ext. 2101
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