

Troubleshooting Guide



AB cochlear implant systems are designed to keep you or your child hearing your best during your daily activities. Should you ever encounter any difficulties with your cochlear implant system, the care and maintenance tips linked below are available to help you minimize any downtime and keep you immersed in the vibrant world of sound.

GENERAL AB SUPPORT

- [AB Support YouTube Channel](#)
- [AB Troubleshooting Guides](#)
- [AB Phone Applications](#)
- [Troubleshooting Tools for Schools](#)

NAIDA CI PROCESSOR SUPPORT

- [Naida Troubleshooting Guide](#)
- [Turn Naida CI Sound Processor On and Off](#)
- [Using the Naida CI PowerCel Battery Charger](#)
- [Using the Naida CI Program Button](#)
- [How to Disassemble Naida CI Universal Headpiece \(UHP\) and Cable](#)
- [How to Assemble Naida CI Universal Headpiece \(UHP\)](#)
- [Changing the Naida CI Microphone Filter](#)
- [Cleaning the Naida CI Processor Connector](#)
- [How to Change Naida CI Earhook or T-Mic2](#)
- [How to Change Naida CI T-Mic2 Filter](#)
- [How to Perform Naida CI Listening Check](#)
- [How to Use Naida CI Zinc-Air Battery Pack](#)

NEPTUNE CI PROCESSOR SUPPORT

- [General Maintenance](#)
- [Setting up your Cochlear Implant](#)
- [Connecting to a Portable Media Player](#)

ACCESSORIES

- [Naida CI Connect Instructions](#)
- [How to Use Naida CI AquaCase](#)

Roger Pen

- [How to Use Roger Pen](#)
- [How to Charge](#)
- [How to Turn on Roger Pen](#)
- [Connect to Roger Receiver](#)
- [How to Pair to Bluetooth](#)
- [How to Mute Roger Pen](#)
- [How to connect Roger Pen to Media](#)

Roger Select

- [Connecting to Roger Receivers](#)
- [Pairing with Bluetooth](#)
- [How to use in a Group Setting](#)
- [How to Mute and Unmute](#)
- [Alternative way to Charge](#)
- [Watching TV](#)

ComPilot

- [Setup and Charging](#)
- [Setup for TV and TV Link](#)
- [Pair with Remote Mic](#)

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