

TruHearing®

TH CROS RIC 19 Transmitter

User Guide



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Welcome

Thank you for choosing one of our hearing instrument accessories.

This guide, along with support from your Hearing Care Professional, will help you understand the advantages and greater quality of life this accessory offers.



CAUTION

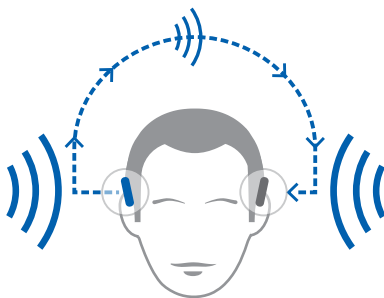
It is important to read this user guide thoroughly and completely. Follow the safety information to avoid damage or injury.

Your CROS transmitter

CROS solutions are designed for people with profound hearing loss in one ear which can not be aided with a hearing instrument. A CROS transmitter worn on this ear captures sound from this side and transmits it to the hearing instrument on the other ear. This allows the wearer of the hearing instrument to hear sounds from both sides.

CROS transmitter

hearing instrument



Two solutions are available:

- CROS solution:

For people with normal hearing in one ear and profound hearing loss in the other. Sounds from the side with hearing loss are captured and transmitted wirelessly to the good-hearing side.

- BiCROS solution:

For people with profound hearing loss in one ear and less severe hearing loss in the other. Sounds from the more severe hearing loss side are captured and transmitted wirelessly to the better-hearing side. The hearing instrument processes and amplifies the sounds from both sides.

The CROS transmitter works with our specific wireless hearing instruments. Your Hearing Care Professional will advise you on the compatible models.



NOTICE

This user guide only applies to the CROS transmitter. Your hearing instrument has a separate user guide.





Components and names



-
- | | |
|-----------------------|---|
| ① Ear piece | ⑥ Battery compartment (on/off switch) |
| ② Retention receiver | |
| ③ Receiver cable | ⑦ Side indicator (red = right ear, blue = left ear) and receiver connection |
| ④ Microphone openings | |
| ⑤ Rocker switch | |
-



Ear piece, retention receiver and receiver cable are only used to hold the device on the ear. No sound is played.

You can use the following standard ear pieces:

Standard ear pieces	Size
<input type="radio"/>  Click Sleeve (vented or closed)	
<input type="radio"/>  Click Dome™ single (open or closed)	
<input type="radio"/>  Click Dome semi-open	
<input type="radio"/>  Click Dome double	

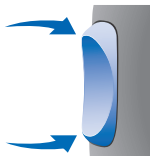
You can easily exchange the standard ear pieces.
Read more in section "Maintenance and care".

Custom-made ear pieces

<input type="radio"/>  Custom shell	
<input type="radio"/>  Click Mold™	

Controls

With the rocker switch you can adjust the volume or turn the device on and off.



Signal tones

Signal tones of the CROS transmitter - like a low battery beep - are sent to the hearing instrument.

Ask your Hearing Care Professional to configure the signal tones.

Batteries

When the battery is low the sound becomes weaker or you will hear an alert signal. The battery type will determine how long you have to replace the battery.

Battery size and handling tips

Ask your Hearing Care Professional for recommended batteries.

Battery size:	312
---------------	-----

- The "battery low" signal of the CROS transmitter and the "battery low" signal of the hearing instrument have different melodies.
- Always use the correct battery size for your device.
- Remove the batteries if you intend not to use the device for several days.
- Always carry spare batteries.
- Remove empty batteries immediately and follow your local recycling rules for battery disposal.

Replacing batteries

Removing the battery:

- ▶ Open the battery compartment.



- ▶ Use the magnet stick to pull out the battery. The magnet stick is available as an accessory.



Inserting the battery:

- ▶ If the battery has a protective film, remove it only when you are ready to use the battery.



- ▶ Insert the battery with the "+" symbol facing up (refer to the picture).



- ▶ Carefully close the battery compartment. If you feel resistance, the battery is not inserted correctly.

Do not attempt to close the battery compartment by force. It can be damaged.

Daily use

Turning on and off

You have the following options to turn the transmitter on or off.

Via battery compartment:

- ▶ Turning on: Close the battery compartment.

The transmitter turns on after a delay of several seconds (**power-on delay**).

- ▶ Turning off: Open the battery compartment.

Via rocker switch:

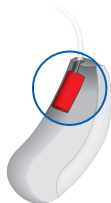
- ▶ Turning on or off: Press and hold the rocker switch for more than 3 seconds.

Both transmitter and hearing instrument are turned on or off.

Inserting and removing the transmitter

Colored markers indicate the side:

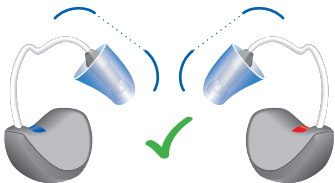
- red marker = right ear
- blue marker = left ear



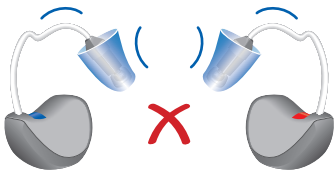
Inserting:

- ▶ For Click Sleeves, take care that the bend of the Click Sleeve is in line with the bend of the receiver cable.

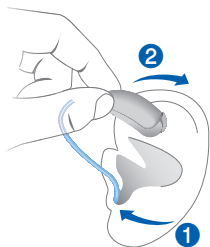
Correct:



Incorrect:



- ▶ Hold the receiver cable at the bend closer to the ear piece.
- ▶ Carefully push the ear piece in the ear canal ①.
- ▶ Twist it slightly until it sits well.
Open and close your mouth to avoid accumulation of air in the ear canal.
- ▶ Lift the device and slide it over the top of your ear ②.



CAUTION

Risk of injury!

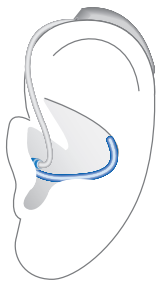
- ▶ Insert the ear piece carefully and not too deeply into the ear.



- It may be helpful to insert the **right** device with the **right** hand and the **left** device with the **left** hand.
- If you have problems inserting the ear piece, use the other hand to gently pull your earlobe downwards. This opens the ear canal and eases insertion of the ear piece.

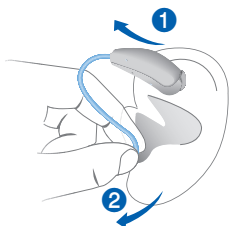
The optional retention strand helps to securely retain the ear piece in your ear. To position the retention strand:

- ▶ Bend the retention strand and position it carefully into the bottom of the bowl of your ear (refer to the picture).



Removing:

- ▶ Lift the device and slide it over the top of your ear ①.
- ▶ If your device is equipped with a custom shell or a Click Mold, remove it by pulling the small removal cord toward the back of your head.



- ▶ For all other ear pieces: Grip the receiver in the ear canal with two fingers and pull it carefully out ②.

Do not pull the receiver cable.



CAUTION

Risk of injury!

- ▶ In very rare cases the ear piece could remain in your ear when removing the device. If this happens, have the ear piece removed by a medical professional.

Clean and dry your device after usage. Read more in section "Maintenance and care".

Adjusting the volume

- ▶ Press the rocker switch on the transmitter briefly.

The volume of both transmitter and the hearing instrument are adjusted simultaneously.

Once the default, maximum or minimum volume has been reached, you may hear an optional signal tone. Ask your Hearing Care Professional to configure the signal tones.

Maintenance and care

To prevent damage it is important that you take care of your device and follow a few basic rules, which will soon become a part of your daily routine.

Device

Drying and storage

- ▶ Dry your device overnight.
- ▶ For longer periods of non-use, store your device in a dry environment with an open battery compartment and the batteries removed.
- ▶ Ask your Hearing Care Professional for more information.

Cleaning

Your device has a protective coating. However, if not cleaned regularly you may damage the device or cause personal injury.

- ▶ Clean your device daily with a soft, dry tissue.
- ▶ Never use running water or immerse the device in water.
- ▶ Never apply pressure while cleaning.
- ▶ Ask your Hearing Care Professional for recommended cleaning products, special care sets, or more information on how to keep your device in good condition.



Ear pieces

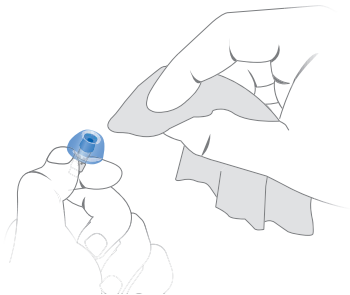
Cleaning

Cerumen (ear wax) may accumulate on the ear pieces. Clean the ear pieces daily.

For all types of ear pieces:

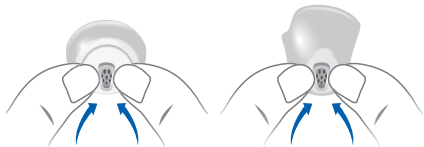
- ▶ Clean the ear piece right after removal with a soft and dry tissue.

This prevents that cerumen becomes dry and hard.



For Click Domes or Click Sleeves:

- ▶ Squeeze the tip of the ear piece.

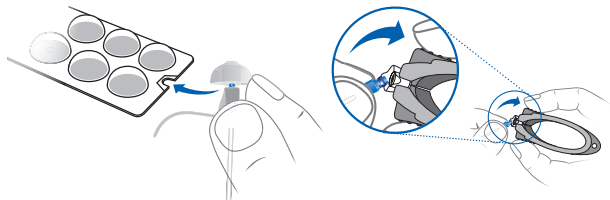


Exchanging

Exchange standard ear pieces approximately every three months. Replace them sooner if you notice cracks or other changes. The procedure for exchanging standard ear pieces depends on the type of ear piece. In section "Components and names", your Hearing Care Professional has marked your type of ear piece.

Exchanging Click Domes

- ▶ To remove the old Click Dome, use the removal tool or follow the instructions on the packaging of the Click Domes. Be careful not to pull the receiver cable.



The removal tool is available as an accessory.

- ▶ Take particular care that the new Click Dome clicks noticeable in place.
- ▶ Check the firm fit of the new Click Dome.



Exchanging Click Sleeves

- ▶ Turn the Click Sleeve inside out.
- ▶ Grasp the Click Sleeve and the receiver (not the receiver cable) with your fingers and pull the Click Sleeve off.
- ▶ Take particular care that the new Click Sleeve clicks noticeably in place.



Professional maintenance

Your Hearing Care Professional can perform a thorough professional cleaning and maintenance.

Custom-made ear pieces and wax filters should be exchanged as needed by your Hearing Care Professional.

Ask your Hearing Care Professional for your individual recommendation of maintenance intervals and for support.

Further information

Explanation of symbols

Symbols used in this document



Points out a situation that could lead to serious, moderate, or minor injuries.



Indicates possible property damage.



Advice and tips on how to handle your device better.

Symbols on the device or packaging



CE compliance label, confirms compliance with certain European Directives, refer to section "Conformance information".



EMC and radio communications compliance label Australia, refer to section "Conformance information".



Indicates the legal manufacturer of the device.



Do not dispose of the device with general domestic waste. Read more in section "Disposal information".



Read and follow the instructions in the user guide.

Operating, transport and storage conditions

Operating conditions

Temperature	0 to 50 °C (32 to 122 °F)
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Relative humidity	5 to 93 %
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During extended periods of transport and storage, please observe the following conditions:

	Storage	Transport
Temperature	10 to 40 °C (50 to 104 °F)	-20 to 60 °C (-4 to 140 °F)
Relative humidity	10 to 80 %	5 to 90 %

For other parts, such as batteries, other conditions may apply.

Troubleshooting

Problem and possible solutions

Hearing instrument emits signal tones.

- Replace the empty battery of the transmitter.
Read more in section "Signal tones".
-

Transmitter does not work.

- Turn the transmitter on.
 - Gently close the battery compartment completely.
 - Replace the empty battery.
 - Make sure the battery is inserted correctly.
 - Power-on delay is active. Wait several seconds and check again.
-

Consult your Hearing Care Professional if you encounter further problems.

Disposal information

- ▶ Recycle hearing instruments, accessories and packaging according to local regulations.
- ▶ To avoid environmental pollution, do not throw batteries into household trash.
- ▶ Recycle or dispose of batteries according to local regulations or return them to your Hearing Care Professional.


Conformance information

The CE mark indicates conformity with the following European directives:

- 93/42/EEC concerning medical devices
- 2014/53/EU RED concerning radio equipment
- 2011/65/EU RoHS concerning the restriction of hazardous substances

The full text of the declaration of conformity can be obtained from www.signia-hearing.com/doc.



The ACMA compliance mark  indicates conformity with the electromagnetic interference standards set by the Australian Communications and Media Authority (ACMA).

Devices with the FCC marking comply with the standards of the FCC regarding electromagnetic interference.

This Class B digital apparatus complies with Canadian ICES-003.

This device complies with Part 15 of the FCC Rules and with ISED's licence-exempt RSSs.

Operation is subject to the following two conditions:

- This device may not cause harmful interference, and
- this device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment to an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

FCC caution: Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

Country-specific information

USA and Canada

This device with wireless functionality is certified under:

TH CROS RIC 19

- HVIN: WP4N1
- Contains FCC ID: SGI-RFM001
- IC: 267AB-WP4N1

Important safety information

Personal safety

This device is not intended for children under the age of 3 years or persons with a developmental age of under 3 years.



CAUTION

Risk of injury!

- ▶ Always wear the receiver cable with an ear piece.
- ▶ Make sure that the ear piece is completely attached.



WARNING

Risk of affecting electronic equipment!

- ▶ In areas where the use of electronics or wireless devices are restricted, verify if your device has to be turned off.



WARNING

Risk of injury!

- ▶ Do not use obviously damaged devices and return them to point of sale.

**WARNING**

Note that any unauthorized changes to the product may cause damage to the product or cause injury.

- ▶ Use only approved parts and accessories. Ask your Hearing Care Professional for support.

**WARNING**

Choking hazard!

Your device contains small parts which can be swallowed.

- ▶ Keep hearing instruments, batteries and accessories out of reach of children and mentally disabled persons.
- ▶ If parts have been swallowed consult a physician or hospital immediately.

**WARNING**

Your device may reduce certain background sounds, potentially also traffic or warning signals.

**WARNING**

Risk of explosion!

- ▶ Do not use your device in explosive atmospheres (e. g. in mining areas).

Contraindications



WARNING

Consult a Hearing Care Professional if you experience any unusual side effects like skin irritation, excessive accumulation of ear wax, dizziness, change in your hearing, or if you think there may be a foreign object in your ear canal.



WARNING

A Hearing Care Professional should advise a prospective hearing instrument user to consult a licensed physician before using the hearing instrument if the Hearing Care Professional determines that the prospective user has any of the following conditions:

- ▶ Visible congenital or traumatic deformity of the ear.
- ▶ History of active drainage from the ear within the previous 90 days.
- ▶ History of sudden or rapidly progressive hearing loss within the previous 90 days.
- ▶ Acute or chronic dizziness.
- ▶ Unilateral hearing loss of sudden or recent onset within the previous 90 days.
- ▶ Audiometric air-bone gap equal to or greater than 15 dB at 500 Hz, 1,000 Hz, and 2,000 Hz.
- ▶ Visible evidence of significant cerumen accumulation or a foreign body in the ear canal.
- ▶ Pain or discomfort in the ear.

Product safety



NOTICE

Only use zinc-air batteries or nickel-metal hydride (NiMH) rechargeable batteries.

Do not use e.g. silver-zinc or lithium-ion rechargeable batteries.



NOTICE

- ▶ Protect your devices from extreme heat.
Do not expose them to direct sunlight.



NOTICE

- ▶ Do not dry your devices in the microwave oven.



NOTICE

Different types of strong radiation, e. g. during X-ray or MRI head examinations, may damage devices.

- ▶ Do not use the devices during these or similar procedures.

Weaker radiation, e. g. from radio equipment or airport security, does not damage the devices.



NOTICE

- ▶ Protect your devices from high humidity. Do not wear them in the shower or when you apply make-up, perfume, aftershave, hairspray or suntan lotion.



In some countries restrictions for the usage of wireless equipment exist.

- ▶ Refer to local authorities for further information.



NOTICE

Your devices are designed to comply with international standards on electromagnetic compatibility but interference with nearby electronic devices could occur. In this case, move away from the source of interference.



NOTICE

Your devices comply with international standards. However, it cannot be guaranteed that all products on the market work interference-free, for example some induction cookers may cause audible interference.

Service and warranty

Serial numbers

Left:

Right:

Service dates

1: _____ 4: _____

2: _____ 5: _____

3: _____ 6: _____

Warranty

Date of purchase:

Warranty period in months:

Your Hearing Care Professional

Manufactured for:

TruHearing Inc.
12936 S. Frontrunner Blvd
Draper, UT 84020
United States

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Hearing Instrument Made in Singapore.

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