

# TruHearing®

## TH CROS LI 19

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

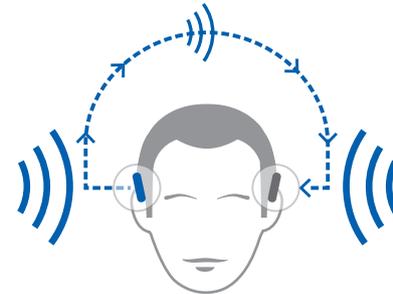
It is important to read this user guide thoroughly and completely. Follow the safety information to avoid damage or injury.

## 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

② Receiver

③ Receiver cable

④ Microphone openings

⑤ Push button  
(control, on/off switch)

⑥ Side indicator  
(red = right ear,  
blue = left ear) and  
receiver connection

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 push button you can, for example, switch hearing programs. The Hearing Care Professional has programmed your desired functions to the push button.

Push button function	L	R
Press briefly:		
Program up	<input type="radio"/>	<input type="radio"/>
Volume up	<input type="radio"/>	<input type="radio"/>
Volume down	<input type="radio"/>	<input type="radio"/>
Tinnitus therapy signal level up	<input type="radio"/>	<input type="radio"/>
Tinnitus therapy signal level down	<input type="radio"/>	<input type="radio"/>
TV stream on/off	<input type="radio"/>	<input type="radio"/>
Press for about 2 seconds:		
Program up	<input type="radio"/>	<input type="radio"/>
Volume up	<input type="radio"/>	<input type="radio"/>
Volume down	<input type="radio"/>	<input type="radio"/>
Tinnitus therapy signal level up	<input type="radio"/>	<input type="radio"/>
Tinnitus therapy signal level down	<input type="radio"/>	<input type="radio"/>
TV stream on/off	<input type="radio"/>	<input type="radio"/>
Activate/deactivate airplane mode	<input type="radio"/>	<input type="radio"/>
Press for more than 3 seconds:		
Turn on/off	<input type="radio"/>	<input type="radio"/>

L = Left, R = Right



You can also use a remote control to change hearing programs and adjust the volume of your hearing instruments. With our smartphone app you have even more control options.

## Hearing programs

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1

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2

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3

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4

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5

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6

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Read more in section "Changing the hearing program".

## Features

- The **tinnitus therapy feature** generates a sound to distract you from your tinnitus.

## 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.

## Daily use

### Charging

Place your device in the charger.

- ▶ Follow the instructions in the charger's user guide. You can also find useful tips for charging in the charger's user guide.



### Low power indication

You will hear an alert signal to indicate the power cell is running low. The signal will be repeated every 20 minutes. Depending on the usage of your device, you have approximately 1.5 hours to charge your device before it stop working.

## Turning on and off

You have the following options to turn your device on or off.

Via charger:

- ▶ Turning on: Take the device out of the charger.  
The startup melody is played in your device. The **default** volume and hearing program are set.
- ▶ Turning off: Place the device in the charger.

Note that the charger must be connected to the power supply. For details refer to the charger's user guide.

Via push button:

- ▶ Turning on: Press and hold the push button until the startup melody starts to play. Release the push button while the melody is playing.  
The **default** volume and hearing program are set.
- ▶ Turning off: Press and hold the push button for several seconds.

See also the tips for charging in the charger's user guide.

## Switching to standby mode

Via remote control or smartphone app, you can switch your device to standby mode. This mutes the device. When you leave standby mode, the **previously** used volume and hearing program are set.

Note:

- In standby mode, the device is **not** turned off completely. It draw some power.  
Therefore we recommend to use standby mode only for a short period of time.
- If you want to leave standby mode, but the remote control or app is not at hand: Turn your device off and on again (via push button or by shortly placing it in the charger until one or more orange LEDs light up). In this case, the **default** volume and hearing program are set.

## Inserting and removing the transmitter

Colored markers indicate the side:

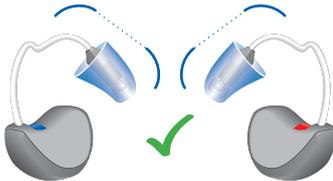
- red marker = right ear
- blue marker = left ear



Inserting:

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

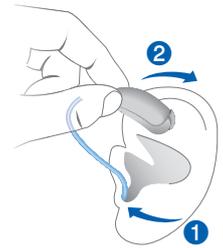
Correct:



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.

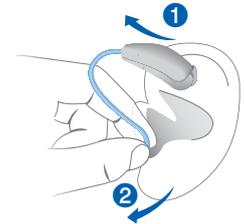
The optional retention strand helps to securely retain the ear piece in your ear. To position the retention strand:

- ▶ 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

Your device automatically adjust the volume to the listening situation.

- ▶ If you prefer manual volume adjustment, press the push button.

Refer to section "Controls" for the setting of your push button.

An optional signal can indicate the volume change. Once the maximum or minimum volume has been reached, you may hear an optional signal tone.

## Changing the hearing program

Depending on the listening situation, your device automatically adjust their sound.

Your devices may also have several hearing programs which allow you to change the sound, if needed. An optional signal tone can indicate the program change.

- ▶ To change the hearing program, press the push button briefly.

Refer to section "Controls" for the setting of your controls. Refer to section "Hearing programs" for a list of your hearing programs.

The default volume is applied.

## 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

#### 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 devices 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.



#### Drying

Your charger dries the device while charging. You can also use conventional products to dry your device. Ask your Hearing Care Professional for recommended drying products and for individual instructions on when to dry your device.

## Storage

- Short-term storage (up to several days): Turn off your device via the push button or place it in the powered charger.

The charger must be connected to the power supply. If the charger is not connected to power supply and you place your device in the charger, the device is **not** turned off.

Note that when you turn off the device via a remote control or smartphone app, the device is **not** turned off completely. It is in standby-mode and still draw some power.

- Long-term storage (weeks, months, ...): First, fully charge your device. Turn it off via the push button before storing it. We recommend using drying products while storing the device.

At 6 month intervals you will have to charge the device to avoid an unrecoverable deep-discharge of the power cell. Deep-discharged power cells cannot be charged anymore and they have to be replaced. We recommend recharging more frequently than 6 month intervals.

Observe the storage conditions in section “Operating, transport and storage conditions”.

## 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.

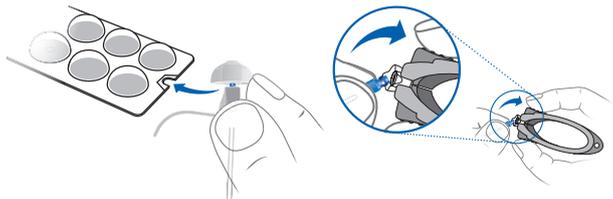


## Exchanging

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 noticeably 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.

## Important safety information

This section contains important safety information regarding the power cell. For more safety information, refer to the safety manual supplied with the hearing instruments.



### WARNING

A power cell (lithium-ion rechargeable battery) is permanently built into your device. Incorrect use of the power cell or the device can cause the power cell to burst.

Risk of injury, fire or explosion!

- ▶ Follow the safety instructions for power cells in this section.
  
- ▶ Observe the operating conditions. Refer to section “Operating, transport and storage conditions”.
- ▶ Pay special attention to protect your device from extreme heat (e.g. fire, microwave oven, inductive oven or other high-induction fields) and sunlight.
- ▶ Charge your device only with the approved charger. Ask your Hearing Care Professional for support.
- ▶ Do not disassemble the power cell.

Replacement and repair have to be performed by a professional. Therefore:

- ▶ Do not repair or replace the power cell yourself.
- ▶ Do not use the device when their performance after charging reduces considerably.
- ▶ In the unlikely event of a power cell bursting or exploding, keep all combustible materials away.

In any of the above cases, return your device to the Hearing Care Professional.

## Further information

### Safety information

For more safety information, refer to the safety manual supplied with the device.

### Accessories

You can use the Smartphone App for convenient remote control of your device. The app also allows you to deactivate signal tones, to create individual sound profiles and many more functions.

You can also use a remote control.

Consult your Hearing Care Professional for 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.

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 Advice and tips on how to handle your device better.

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### Symbols on the device or packaging

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

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

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 Indicates the legal manufacturer of the device.

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

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 Read and follow the instructions in the user guide.

---

## Operating, transport, and storage conditions

The device operates in the following environmental conditions (also valid in between uses):

<b>Operating conditions</b>	<b>Discharging</b>	<b>Charging</b>
Temperature	0 to 50 °C (32 to 122 °F)	10 to 35 °C (50 to 95 °F)
Relative humidity	5 to 93 %	5 to 93 %
Atmospheric pressure	700 to 1060 hPa	700 to 1060 hPa

During extended periods of transport and storage, please observe the following conditions:

	<b>Storage</b>	<b>Transport</b>
Temperature (recommended)	10 to 25 °C (50 to 77 °F)	-20 to 60 °C (-4 to 140 °F)
Temperature (maximum range)	10 to 40 °C (50 to 104 °F)	-20 to 60 °C (-4 to 140 °F)
Relative humidity (recommended)	20 to 80 %	5 to 90 %
Relative humidity (maximum range)	10 to 80 %	5 to 90 %
Atmospheric pressure	700 to 1060 hPa	700 to 1060 hPa

Note that you have to charge the device at least every 6 months. For details refer to section "Maintenance and care".

For other parts, such as the charger, other conditions may apply.



### **WARNING**

Risk of injury, fire or explosion during shipment.

- ▶ Ship power cells or device according to local regulations.

## Disposal information

- ▶ To avoid environmental pollution, do not throw power cells or device into household trash.
- ▶ Recycle or dispose of power cells or device according to local regulations.

## Troubleshooting

### Problem and possible solutions

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Sound is weak.

---

- Increase the volume.
  - Charge the device.
  - Clean or exchange the ear piece.
- 

Device emits whistling sounds.

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- Reinsert the ear piece until it fits securely.
  - Decrease the volume.
  - Clean or exchange the ear piece.
- 

Sound is distorted.

---

- Decrease the volume.
  - Charge the device.
  - Clean or exchange the ear piece.
- 

Device emits signal tones.

---

- Charge the device.
- 

Device does not work.

---

- Turn the device on.
  - Charge the device. Observe also the status LEDs on the charger.
- 

Consult your Hearing Care Professional if you encounter further problems.

## 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](http://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 ISSED'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**

Certification information for devices with wireless functionality:

TH CROS LI 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

- ▶ 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.



**Manufactured for:**

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

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