

TruHearing®

# TH CROS 6 RIC LI

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.

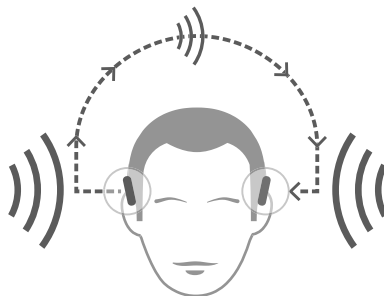
It is also important to read and follow the user guide and safety manual for the hearing instrument you use with this accessory.

## 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.

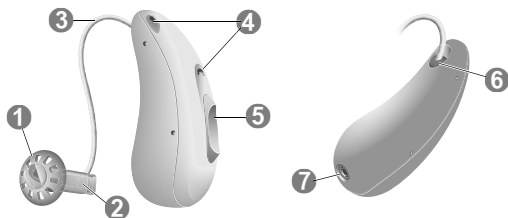
The CROS transmitter works with our specific wireless hearing instruments. Your Hearing Care Professional will advise you on the compatible models.



#### **NOTICE**

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

## Components and names




- 
- |                       |   |
|-----------------------|---|
| ❶ Ear piece           | ❺ Rocker switch (control, on/off switch)                                    |
| ❷ Receiver            |   |
| ❸ Receiver cable      | ❻ Side indicator (red = right ear, blue = left ear) and receiver connection |
| ❹ Microphone openings |   |
|                       | ❼ Charging contacts   |
-

You can use the following standard ear pieces:

| Standard ear pieces   |   | Size                              |
|-----------------------|---|-----------------------------------|
| <input type="radio"/> |  | Sleeve 3.0, Vented, Closed, Power |
| <input type="radio"/> |  | Eartip 3.0 Open                   |
| <input type="radio"/> |  | Eartip 3.0 Tulip                  |

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

#### Custom-made ear pieces

|                       |   |             |
|-----------------------|---|-------------|
| <input type="radio"/> |  | Earmold 3.0 |
|-----------------------|---|-------------|



## Controls

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

| <b>Rocker switch function</b>  | <b>L</b>              | <b>R</b>              |
|--------------------------------|-----------------------|-----------------------|
| Press briefly:                 |                       |                       |
| Program up/down                | <input type="radio"/> | <input type="radio"/> |
| Volume up/down                 | <input type="radio"/> | <input type="radio"/> |
| CROS level up/down             | <input type="radio"/> | <input type="radio"/> |
| Press for about 2 seconds:     |                       |                       |
| Program up/down                | <input type="radio"/> | <input type="radio"/> |
| Volume up/down                 | <input type="radio"/> | <input type="radio"/> |
| CROS level up/down             | <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

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

## Hearing programs

|   |
|---|
| 1 |
| 2 |
| 3 |
| 4 |
| 5 |
| 6 |

Read more in section "Changing the hearing program".

## 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

### Inserting and removing the transmitter

Colored markers indicate the side:

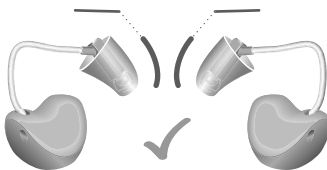
- red marker = right ear
- blue marker = left ear



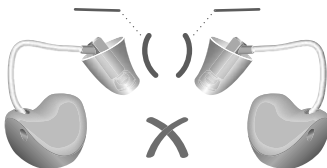
Inserting the device:

- For Sleeves, take care that the bend of the Sleeve is in line with the bend of the receiver cable. See the following illustrations.

Correct:



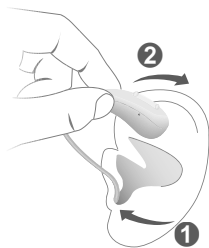
Incorrect:



- ▶ 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!

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



#### **CAUTION**

Risk of injury!

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

**i**

- 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 attach the optional retention strand:

- ▶ Align the end of the retention strand with the flat end of the receiver.



- Then press the retention strand towards the receiver until it clicks into place.



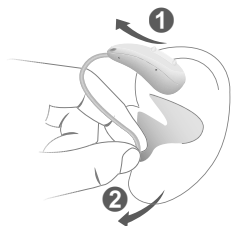
To position the retention strand:

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



Removing a device:

- ▶ Lift the device and slide it over the top of the ear ①.
  - ▶ If the device is equipped with a custom shell or a mold, remove it by pulling the small removal cord toward the back of the 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 the device after usage. Read more in section "Maintenance and care".

## 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 hearing instrument. The **default** volume and hearing program are set.

- ▶ Turning off: Place the device in the charger.

For details refer to the charger's user guide.

Via rocker switch:

- ▶ Turning on: Press and hold the lower part of the rocker switch until the startup melody starts to play. Release the rocker switch while the melody is playing.



The **default** volume and hearing program are set.

- ▶ Turning off: Press and hold upper or lower part of the rocker switch for several seconds. A power down melody is played.



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 draws 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 rocker switch or by shortly placing it in the charger until the green LED lights up). In this case, the **default** volume and hearing program are set.



## Changing the hearing program

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

Your device 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 rocker switch briefly.

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

The default volume is applied.

## Bluetooth®

Your device is equipped with Bluetooth®\* wireless technology to enable audio streaming from mobile phones or other compatible devices.

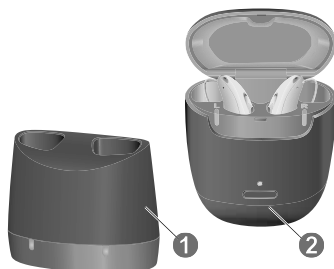
In an airplane, the use of Bluetooth functionality may be restricted, especially during take-off and landing. If this is the case, you can switch off Bluetooth wireless technology in your device via the smartphone app.

\* The Bluetooth word mark and logos are owned by the Bluetooth SIG, Inc., and any use of such marks by WS Audiology Denmark A/S of this product is under licenses. Other trademarks and trade names are those of their respective owners.



## Charging

You have the choice between two charger options:



① Charging Station R

② Travel Charger RIC

- Place your hearing instruments 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 in your hearing instrument to indicate that the lithium-ion rechargeable battery of your transmitter is running low. The signal will be repeated every 20 minutes. Depending on the usage of your hearing instruments, you have approximately 1.5 hours to charge your hearing instruments before they stop working.

Note that the power cell runtime is reduced if too many features are used simultaneously.

## 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.

### Transmitter

#### Cleaning

Your device has 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.
- ▶ Do not use alcoholic solvent on the charging contact.
- ▶ To avoid corrosion, use a soft and dry tissue to wipe off sweat or liquid from the charging contact or device before inserting this in the charger.
- ▶ 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

You can 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 rocker switch 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 draws some power.

- Long-term storage (weeks, months, ...): First, fully charge your device. Turn it off via the rocker switch 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 rechargeable lithium-ion battery. Deep-discharged batteries 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

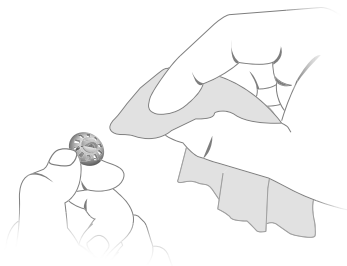
### Cleaning

Cerumen (ear wax) may accumulate on the ear pieces. This may affect sound quality. Clean the ear pieces daily.

For all types of ear pieces:

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

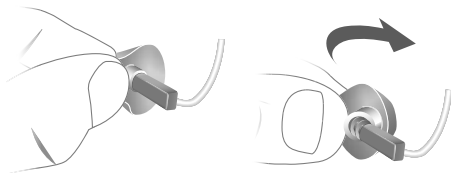
This prevents that cerumen becomes dry and hard.



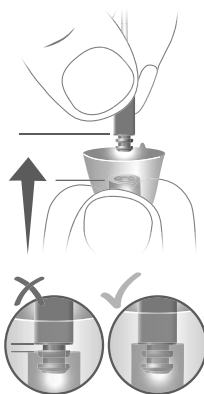
### Exchanging

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.

- To remove the old Eartip or Sleeve, follow the illustration below. Be careful not to pull the receiver cable.



- Take particular care that the new Eartip or Sleeve covers the retention rings of the receiver fully.
- Check the firm fit of the new Eartip or Sleeve.





## **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

### 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.

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.



Advice and tips on how to handle your device better.

#### Symbols on the device or packaging



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



Indicates the legal manufacturer of the device.

## Symbols on the device or packaging



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.



Medical device

## Operating, transport, and storage conditions

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

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

During extended periods of transport and storage, please

observe the following conditions:

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

Note that you have to charge the device at least every 6 months. We recommend to charge the device every 3 months. For details refer to section "Maintenance and care".

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



#### **NOTICE**

When not in use, please store your hearing instruments in the supplied jewel case or charging case (if applicable) and keep out of the reach of children.



## **WARNING**

Risk of injury, fire or explosion during shipment.

- ▶ Ship lithium batteries and hearing instruments according to local regulations.

## **Disposal information**

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

## **Troubleshooting**

### **Problem and possible solutions**

---

Hearing instrument emits signal tones.

---

- Charge the device.
  - Refer to the user guide of your hearing instrument.
- 

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 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 6 RIC LI

- HVIN: RFM003
- Contains FCC ID: 2AXDT-RFM003
- Contains IC: 26428-RFM003



# Important safety information

## Lithium-ion rechargeable battery (power cell)



### **WARNING**

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

Risk of injury, fire or explosion!

- Follow the safety instructions for lithium-ion rechargeable battery in this section.



### **WARNING**

Risk of electric shock!

- Connect the charger only with a USB power supply which complies with IEC 60950-1 and/or IEC 62368-1.



## WARNING

- ▶ Observe the operating conditions.
- ▶ Pay special attention to protect your device from extreme heat (e.g. fire, microwave oven, induction oven or other high induction fields) and sunlight.
- ▶ Charge your hearing instruments only with an approved charger. Ask your Hearing Care Professional for support.
- ▶ Do not disassemble the device.
- ▶ Do not use the device in explosive atmospheres.
- ▶ Do not use devices that are deformed or obviously damaged.
- ▶ Do not use the device when its performance after charging reduces considerably. Return the device to your Hearing Care Professional.
- ▶ Do not dispose of the device in fire or water.



## **WARNING**

- Replacement and repair have to be performed by a professional. Therefore:
- Do not repair or replace the lithium-ion rechargeable battery yourself.
- In the unlikely event of a lithium-ion rechargeable battery bursting or exploding, keep all combustible materials away.

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

## **Personal safety**



### **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**

If battery is swallowed, contact the Poisons Information Hotline on 13 11 26 for Australia and 0800 764 766 for New Zealand. For other countries, please contact the local Poison Information hotline.



### **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**

In case of a known contact allergy, consult the hearing instrument manufacturer regarding the presence of the allergen before using the hearing instrument. If an allergic reaction develops after wearing the hearing instrument, immediately discontinue use and consult a licensed physician.



## **WARNING**

A Hearing Care Professional should advise a prospective device user to consult a licensed physician before using the device 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.



### 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.





[illegible]



## **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

Document No. 04793-99T01-7600 EN  
Order/Item No. 210 132 95  
Master Rev01, 07.2021  
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