

TruHearing®

## TH CROS 6 RIC LI

Guide for Hearing Care Professionals



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## Introduction

This guide is intended for Hearing Care Professionals. It provides important information on CROS transmitter with permanently built-in power cells (lithium-ion batteries).



### **CAUTION**

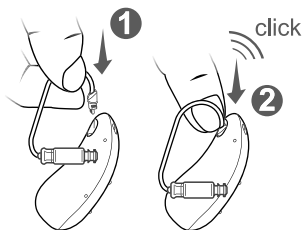
It is important to read this guide, the user guide and the safety manual thoroughly. Follow the safety information to avoid damage or injury.

## Before and after fitting

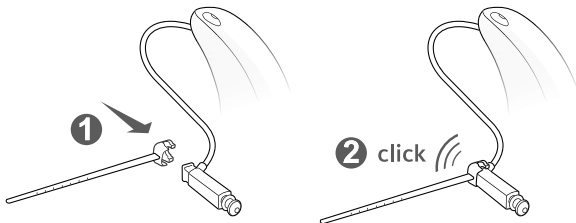
You have to prepare the CROS transmitter before you can start fitting.

### Assembling

- ▶ A rechargeable power cell is installed in every CROS transmitter on delivery. You are not to insert a battery.
- ▶ Attach a suitable ear piece to the suitable receiver unit.
- ▶ Attach the receiver unit to the transmitter by clicking it in place.



- ▶ 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.





## Activating

Before first use or first fitting you have to activate the CROS transmitter by putting it into the charger. Wait until the first LED lights green.

Note:

- A CROS transmitter that is activated and **not used** may discharge faster than a transmitter that has **not** been activated. Only activate the transmitter before first use or first fitting.

## Charging

The CROS transmitter is pre-charged on delivery. It should have sufficient power for a first fitting session.

We recommend to fully charge the transmitter before first fitting and handover to the client. A full charging cycle takes approximately 4 hours.

Follow the operating conditions in both the transmitter's and the charger's user guide.

## Connecting

Use Noahlink Wireless to fit the CROS transmitter wirelessly.



## Noting the serial number

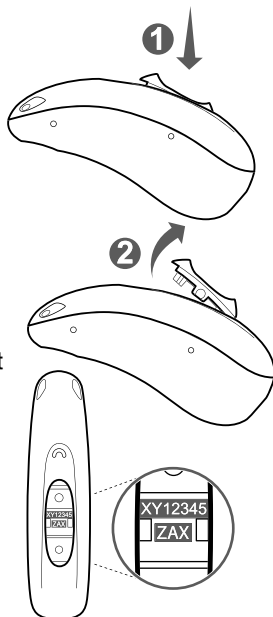
Both serial number and performance level are printed on the frame.

When a transmitter is returned from our service, check the serial number underneath the rocker switch:

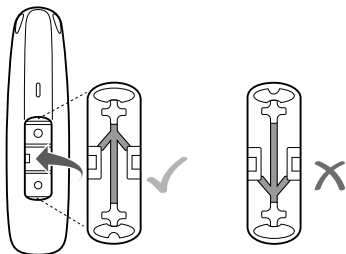
- ▶ Press the lower part of the rocker switch and remove this from the top.

Note: If you press the lower part of the rocker switch more than 3 seconds, the transmitter may turn on. After reassembly you can turn off the transmitter by a long press on the lower part of the rocker switch.

Note: When you reassemble



the rocker switch, make sure to face this correctly. The arrow underneath should face towards the microphone (upwards) as illustrated.



## Replacing the housing

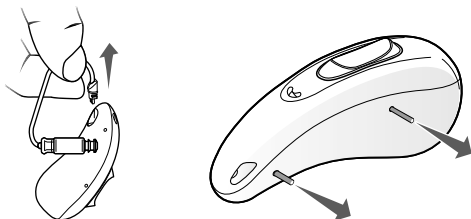


### NOTICE

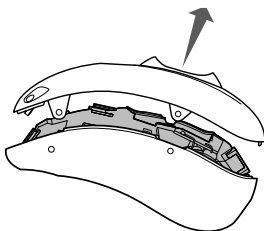
- ▶ This maintenance task must be performed by the Hearing Care Professional.

### Disassembling

- ▶ Remove the receiver unit and the axles.

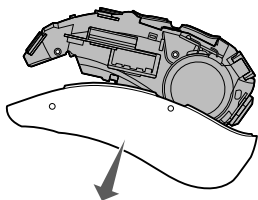


- ▶ Detach the top housing as shown.



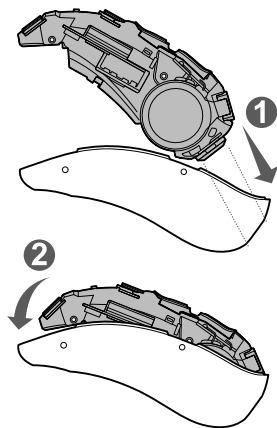


- Remove the bottom housing as shown.

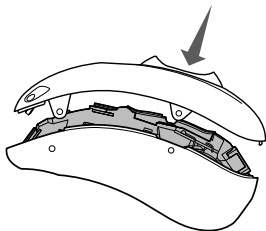


## Assembling

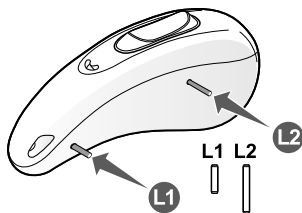
- Install the bottom housing.



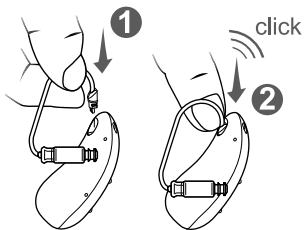
- ▶ Install the top housing from the front.



- ▶ Attach the axles. Note the different lengths and diameters of the axles.



- ▶ Attach the receiver unit.



## Important safety information

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



### NOTICE

- ▶ Do not exchange power cells. This may only be performed by Service Center only.

### Defective power cells

In case you think the power cell is defective, comply with the following steps:

- ▶ Place the hearing instrument into the charger. If you get a red LED, then the power cell is defective.
- ▶ Perform visual inspection of the hearing instrument. The test is considered failed if it has any of below criteria:
  - There is physical sign of deformation caused by bloated power cell inside.
  - There is visible leakage from the power cell.
  - Product is generating heat on its own or hot to the touch.

If any of the test steps failed, consider the power cell defective. Due to safety concerns the hearing instrument

cannot be shipped anymore. Please record the serial number of the hearing instrument, take a photo of the damages, and consult with the Customer Service team before disposal of the product according to local regulations.

## Further information

### Storage periods

Once a power cell is activated, in order for it to remain in good condition it needs to be charged at least every 6 months. We recommend to charge the device every 3 months.

### Symbols used in this document



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

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Indicates possible property damage.

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Advice and tips on how to handle your device better.

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**Manufactured for:**

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

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