

# WIDEX CROS

## USER INSTRUCTIONS

CROS-FA model



**WIDEX**<sup>®</sup>  
HIGH DEFINITION HEARING

# CONTENTS

<b>YOUR CROS TRANSMITTER.....</b>	<b>4</b>
WELCOME.....	4
Your CROS transmitter at a glance.....	4
IMPORTANT SAFETY INFORMATION.....	5
<b>THE TRANSMITTER.....</b>	<b>7</b>
Indications for use.....	7
Intended use.....	7
The battery.....	7
Changing the battery.....	8
Tamper-resistant battery drawer.....	9
How to tell right from left.....	9
Turning the transmitter on and off.....	9
Putting on and removing the transmitter.....	10
Transmitting sound to your hearing aid.....	10
<b>CLEANING.....</b>	<b>12</b>
Tools.....	12
Cleaning the transmitter.....	12
<b>TROUBLESHOOTING.....</b>	<b>14</b>
<b>REGULATORY INFORMATION.....</b>	<b>15</b>
Directive 2014/53/EU.....	15

Information regarding disposal.....	15
FCC and IC statements.....	15
<b>SYMBOLS.....</b>	<b>19</b>

# YOUR CROS TRANSMITTER

## WELCOME

Congratulations on your new CROS transmitter.

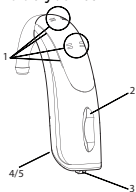
Use your CROS transmitter and hearing aid regularly, even if it takes some time getting used to it. Infrequent users don't usually get the full benefit of a CROS transmitter and hearing aid.

### NOTE

Your CROS transmitter and its accessories may not look exactly as illustrated in this booklet. We also reserve the right to make any changes we consider necessary.

### Your CROS transmitter at a glance

The illustration shows your CROS transmitter without the ear-set. For further information on the ear-set, see the ear-set manual. The ear-set consists of a tube and an ear-tip, and it is the part of your hearing aid that you wear inside your ear.



1. Microphone openings
2. Volume control
3. Transmission on/off
4. Battery drawer with nail grip
5. On/off switch

## IMPORTANT SAFETY INFORMATION

Read these pages carefully before you begin using your transmitter.



Hearing aids, CROS transmitters and batteries can be dangerous if swallowed or used improperly. Swallowing or improper use can result in severe injury or even fatalities. In case of ingestion, contact a doctor immediately.



Take your hearing aid and transmitter out when you are not using them. This will help to ventilate the ear canal and prevent ear infections.



Contact your doctor or hearing care professional immediately if you suspect you may have an ear infection.



Remove your transmitter before showering, swimming or using a hair dryer.



Do not wear your transmitter when applying perfume, spray, gels, lotion or cream.



Do not dry your transmitter in a microwave oven - this will ruin it.



Never use other people's transmitters and never allow others to use yours, as this could damage your hearing.



Never use your transmitter in environments where there may be explosive gases, such as in mines, etc.



Keep hearing aids, their parts, accessories and batteries away from children.



Never try to open or repair the transmitter yourself. Contact your hearing care professional if you need to have it repaired.



Your transmitter contains radio communication technology. Always observe the environment in which you are using it. If any restrictions apply, you must take precautions to comply with these.



Do not expose your transmitter to extreme temperatures or high humidity, and dry it quickly if it gets wet, or if you perspire heavily.

Your transmitter should be stored and transported within the temperature and humidity ranges of  $-20^{\circ}\text{C}$  to  $+55^{\circ}\text{C}$  ( $-4^{\circ}\text{F}$  to  $131^{\circ}\text{F}$ ) and 10%-95% rH.

Your transmitter is designed to operate from  $0^{\circ}\text{C}$  ( $32^{\circ}\text{F}$ ) to  $50^{\circ}\text{C}$  ( $122^{\circ}\text{F}$ ).

For more information about your hearing aids, visit: <https://global.widex.com>.

# THE TRANSMITTER

## Indications for use

Hearing impaired people, who are deaf in one ear and have either normal hearing or a hearing impairment in the other ear.

## Intended use

The transmitter is intended for use as a device that picks up sound at the ear on which it is worn and transmits it to a hearing aid on the other ear. The transmitter is worn on the deaf ear like an ordinary “behind-the-ear” hearing aid. It receives sound from the surroundings and transmits it to a wireless hearing aid worn on the better ear, via a proprietary wireless technology.

### NOTE

It is not possible to use an assistive listening device during transmission.

## The battery

Use a **type 312 zinc-air** battery for your transmitter.

Always use a fresh, new battery that is precisely the kind recommended by your hearing care professional.

### NOTE

Check that the battery is completely clean and free of any residue before inserting it in the transmitter. Otherwise your hearing aid may not function as expected.



Never attempt to recharge the batteries, as they could explode.



Never leave a flat battery in the transmitter while storing it. It could leak and ruin your transmitter.



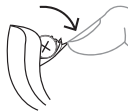
Dispose of used batteries as indicated on the packaging and take note of the expiry date.

## Changing the battery

To change the battery, do as follows:



Take the adhesive tab off the new battery and make sure there is no sticky substance left on it. Let it "breathe" for 60 seconds.



Use the nail grip to gently swing the battery door open and remove the old battery.



Now place the new battery in the drawer as shown. Close the drawer. If it doesn't close easily, the battery is not placed correctly.

If you are not using the transmitter for a few days, remove the battery.

### NOTE

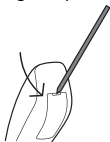
Avoid dropping your transmitter - hold it above a soft surface while changing the battery.



## Tamper-resistant battery drawer

If the transmitter aid is going to be used by a child, you must ask your hearing care professional to provide it with a tamper-resistant battery drawer.

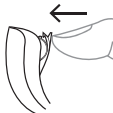
To open battery drawer, use the special tool you've received, and do as illustrated.



## How to tell right from left

Your transmitter will be provided with a red mark if you use it on your right ear. The mark will be blue if the transmitter is for your left ear

## Turning the transmitter on and off



To turn the transmitter on, close the battery lid.



To turn off the transmitter, push the battery lid downwards.

## NOTE

Don't forget to turn off the transmitter when it is not in use.

## Putting on and removing the transmitter



1. Insert the ear-set in the ear while holding the lower part of the tube. Pulling the outer ear upwards and backwards at the same time can be helpful.
2. Then place the transmitter behind the ear. The transmitter should rest comfortably on the ear, close to your head.

Your transmitter can be fitted using different types of ear-sets. See the separate ear-set manual for more information about your ear-set.

## NOTE

If the transmitter doesn't feel comfortable, or if it doesn't fit properly, causing irritation, redness or the like, contact your hearing care professional.

## Transmitting sound to your hearing aid

The transmitter starts streaming sound to your hearing aid immediately after you turn it on. To stop transmission push the transmission on/off button or turn off the transmitter.

## NOTE

If you have an assistive listening device, you need to turn off transmission by pressing the transmission on/off button in order to use the it.

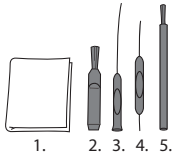
**NOTE**

Turn off the transmitter if you want to access different listening programs in the hearing aid worn on the better ear.

# CLEANING

## Tools

You will receive the following cleaning tools with your transmitter:



1. Cloth
2. Brush
3. Long wax-removing tool
4. Short wax-removing tool
5. Battery magnet

## Cleaning the transmitter

Cleaning your transmitter aid every day will make it more efficient and more comfortable to wear.



Wipe the transmitter with a soft cloth (for example the cloth you received from your hearing care professional).

If the microphone openings are still blocked, contact your hearing care professional.

Dry your transmitter quickly if it gets wet, or if you perspire heavily. Some people use a special dehumidifier to help keep their transmitter and hearing aid dry and clean. Ask your hearing care professional for more information.

Leave the battery compartment open to ventilate the transmitter. For information on how to clean your ear-set, see the ear-set manual.



Do not use any kind of liquid or disinfectant to clean your transmitter.



Clean and inspect your transmitter every day after use to check that it is not broken. If it breaks while you are wearing it, leaving small fragments in your ear canal, contact your doctor. Never try to take out the fragments yourself.

## TROUBLESHOOTING

<b>Problem</b>	<b>Possible cause</b>	<b>Solution</b>
The transmitter is not working	It is not turned on	Make sure the battery drawer is completely closed
	The battery does not work	Insert a new battery
	The program button is not activated	Press the button
	The hearing aid on the better ear is not turned on	Turn it on
Intermittent transmission. The hearing aid repeatedly switches to the master program	Transmitter battery level low	Change the battery
	Electromagnetic interference in the vicinity	Move away from known source of EM interference

### NOTE

This information covers only the transmitter itself. See the "Ear-sets for Widex hearing aids" user manual for information specific to your ear-set.

If the problem persists, contact your hearing care professional for help.

## REGULATORY INFORMATION

### Directive 2014/53/EU

Hereby, WSAUD A/S declares that this CROS-FA is in compliance with the essential requirements and other relevant provisions of Directive 2014/53/EU. The CROS-FA contains a radio transmitter operating at 10.6 MHz, -54 dB $\mu$ A/m @10 m.

A copy of the Declaration of Conformity according to 2014/53/EU can be found at:

<http://global.widex.com/doc>



N26346

### Information regarding disposal

Do not dispose of hearing aids, hearing aid accessories and batteries along with ordinary household waste.

Hearing aids, batteries and hearing aid accessories should be disposed of at sites intended for electrical waste and electronic equipment, or given to your hearing care professional for safe disposal.

### FCC and IC statements

FCC ID: TTY-DFA

IC: 5676B-DFA

Federal Communications Commission Statement

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

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

**NOTE:**

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 into 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.

**NOTE:**



This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

Changes or modifications to the equipment not expressly approved by WSAUD A/S could void the user's authority to operate the equipment.

#### Industry Canada Statement / Déclaration d'industrie Canada

Under Industry Canada regulations, this radio transmitter may only operate using an antenna of a type and maximum (or lesser) gain approved for the transmitter by Industry Canada.

To reduce potential radio interference to other users, the antenna type and its gain should be so chosen that the equivalent isotropically radiated power (e.i.r.p.) is not more than that necessary for successful communication.

This device complies with Industry Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions:

- (1) this device may not cause interference, and
- (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Conformément à la réglementation d'Industrie Canada, le présent émetteur radio peut fonctionner avec une antenne d'un type et d'un gain maximal (ou inférieur) approuvé pour l'émetteur par Industrie Canada.

Dans le but de réduire les risques de brouillage radioélectrique à l'intention des autres utilisateurs, il faut choisir le type d'antenne et son gain de sorte que la puissance isotrope rayonnée équivalente (p.i.r.e.) ne dépasse pas l'intensité nécessaire à l'établissement d'une communication satisfaisante.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes :

- (1) l'appareil ne doit pas produire de brouillage, et
- (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

# SYMBOLS

Symbols commonly used by WSAUD A/S in medical device labelling (labels/IFU/etc.)

Symbol	Title/Description
--------	-------------------

---

**Manufacturer**

The product is produced by the manufacturer whose name and address are stated next to the symbol. If appropriate, the date of manufacture may also be stated.

---

**Catalogue number**

The product's catalogue (item) number.

---

**Consult instructions for use**

The user instructions contain important cautionary information (warnings/precautions) and must be read before using the product.

---

**Warning**

Text marked with a warning symbol must be read before using the product.

---

**WEEE mark**

“Not for general waste”. When a product is to be discarded, it must be sent to a designated collection point for recycling and recovering to prevent the risk of harm to the environment or human health as a result of the presence of hazardous substances.

---

**Symbol Title/Description**

---



**CE mark**

The product is in conformity with the requirements set out in European CE marking directives.

---



**RCM mark**

The product complies with electrical safety, EMC and radio spectrum regulatory requirements for products supplied to the Australian or New Zealand markets.

---









**WSAUD A/S**

Nymoellevvej 6, DK-3540 Lyngby, Denmark

<https://global.widex.com>

**Manual no.:**

9 514 0260 001 06

**Issue:**

2020-12

