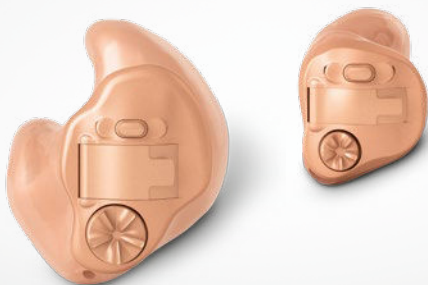


# Phonak CROS B Custom

## User Guide



A Sonova brand

**PHONAK**  
life is on



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Your CROS device has been developed by Phonak – the world leader in hearing solutions based in Zurich, Switzerland.

This premium product is the result of decades of research and expertise and is designed to keep you connected to the beauty of sound! We thank you for making such a great choice and wish you many years of listening pleasure.

Please read the user guide carefully to make sure that you understand and get the best out of your CROS device. For more information about features and benefits, simply contact your hearing care professional.

Phonak – life is on  
[www.phonak.com](http://www.phonak.com)

|  |    |
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# 1. Quick guide

## Left & right markings



Left

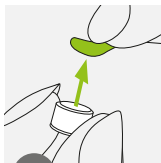


Right

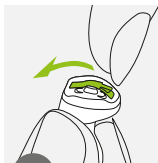
Blue marking for left device.

Red marking for right device.

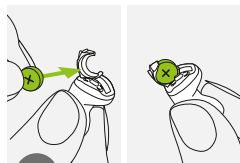
## Changing batteries



1 Remove the sticker from the new battery and wait two minutes.

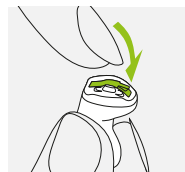


2 Open the battery door.

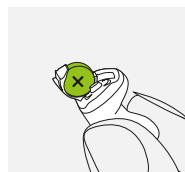


3 Place battery in the battery door with the "+" symbol facing upwards.

## On/Off

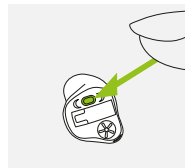


On



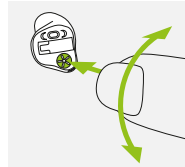
Off

## Push button



The push button on your CROS device can have various functions.

## Volume control



Models with this option only:  
To increase the volume, turn the volume control forwards. To decrease the volume, turn the volume control backwards.

## 2. Parts of the CROS device

The pictures below show the models described in this user guide. You can identify your personal model by:

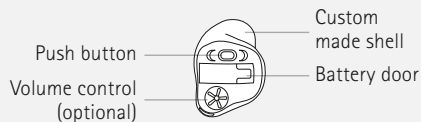
- Checking "Your CROS device" on page 3.
- Or comparing your CROS device with the following shown models. Pay attention to the shape of the CROS device and if a volume control is present.

The Phonak CROS device is an application for single-sided deafness, one-sided hearing loss or asymmetrical hearing loss. It is placed on the impaired ear and wirelessly transmits sound to the Phonak hearing aid on the other ear.

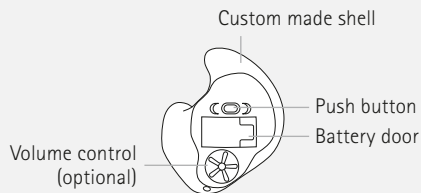
Phonak CROS B Custom device  
+ Phonak Virto B hearing aid = **Phonak CROS B system**

**i** Phonak CROS B Custom only works in connection with a Phonak Virto B hearing aid as the receiver.

### CROS B-312 Custom



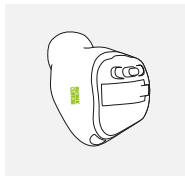
### CROS B-13 Custom



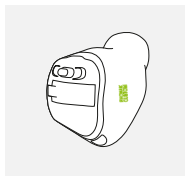
### 3. Left & right CROS device markings

There is a red or blue marking to tell you if it is a left or a right CROS device. The color mark is located on the shell (text printed in red or blue), or the shell is colored red or blue.

Blue marking for **left device**.



Red marking for **right device**.

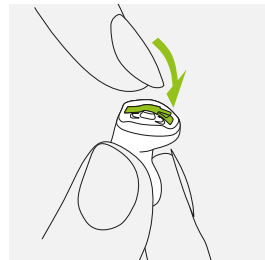


### 4. On/Off

The battery door is also the on/off switch.

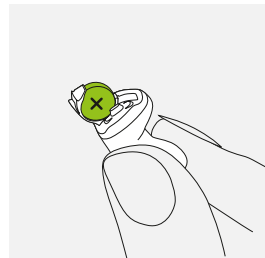
1

Closed battery door =  
CROS device is **on**

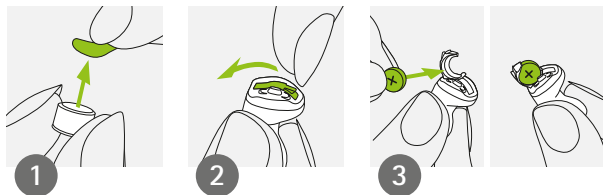


2

Open battery door =  
CROS device is **off**



## 5. Batteries




1 Remove the sticker from the new battery and wait two minutes.

2 Open the battery door.

3 Place battery in the battery door with the "+" symbol facing upwards.

**i** If it is difficult to close the battery door: Check that the battery is inserted correctly and the "+" symbol is facing upwards. If the battery is not inserted correctly, the CROS device will not work and the battery door can be damaged.

**Battery icon** Low power: You will hear two beeps followed by a melody  when the battery of the CROS device is low. You will have approximately 30 minutes to change the battery (this can vary, depending on the battery). We recommend that you always have a new battery on hand.

### Replacement battery

This CROS device requires zinc-air batteries. Identify the correct battery size (312 or 13) by:

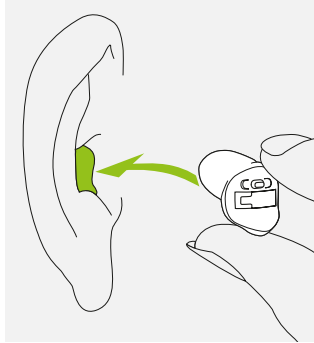
- Checking "Your CROS device" on page 3.
- Checking the following table.

| Model             | Zinc-air battery size | Color marking on package | IEC code | ANSI code |
|-------------------|-----------------------|--------------------------|----------|-----------|
| Phonak CROS       |                       |                          |          |           |
| CROS B-312 Custom | 312                   | brown                    | PR41     | 7002ZD    |
| CROS B-13 Custom  | 13                    | orange                   | PR48     | 7000ZD    |

**i** Please ensure you use the correct type of battery in your CROS device (zinc-air). Please also read chapter 15.2 for further information on product safety.

## 6. Putting on the CROS device

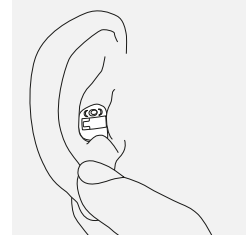
Take your CROS device up to your ear and place the ear canal part into your ear canal.



## 7. Removing the CROS device

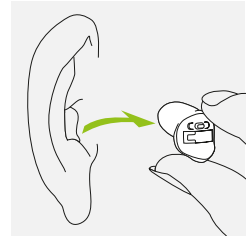
1

Put your thumb behind your ear lobe and gently press your ear upward to push the CROS device out of the canal. In order to help it along, make chewing movements with your jaw.



2

Grasp the protruding CROS device and remove it.

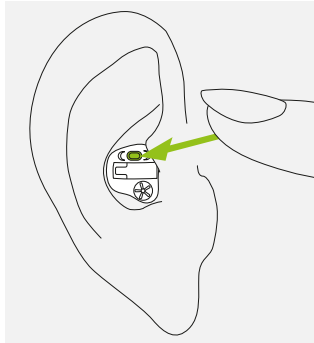




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## 8. Push button

The push button on your CROS device can have various functions or is not active. This depends on the programming of the CROS device, which is indicated in your individual "Hearing aid instructions". Please ask your hearing care professional for this printout.

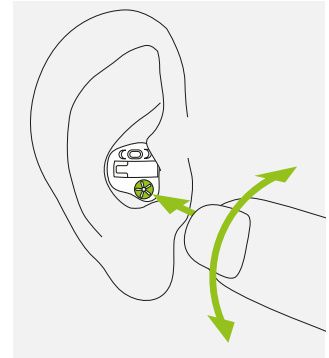


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## 9. Volume control

### **Models with this option only:**

To increase the volume, turn the volume control forwards. To decrease the volume, turn the volume control backwards. The volume control can be disabled by the hearing care professional.



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## 10. Care and maintenance

Diligent and routine care of your CROS device contributes to outstanding performance and a long service life.

Please use the following specifications as a guideline. For further information regarding product safety, see chapter 15.2.

### **General information**

Before using hair spray or applying cosmetics, you should remove your CROS device from your ear, because these products may damage it.

### **Daily**

Daily cleaning and the use of a drying system is highly recommended. C&C line from Phonak is a complete set of cleaning products. Your hearing care professional will be glad to advise you. Never use household cleaning products (washing powder, soap, etc.) to clean your CROS device.

If your CROS device fails to operate after you have correctly inserted a new battery, contact your hearing care professional for advice.

### **Weekly**

For more in depth maintenance instructions or for more than basic cleaning, please see your hearing care professional.

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## 11. Service and warranty

### Local warranty

Please ask the hearing care professional, where you purchased your CROS device, about the terms of the local warranty.

### International warranty

Sonova AG offers a one year limited international warranty, valid starting from the date of purchase. This limited warranty covers manufacturing and material defects in the CROS device itself, but not accessories such as batteries, tubes, earmolds and external receivers. The warranty only comes into force if a proof of purchase is shown.

The international warranty does not affect any legal rights that you might have under applicable national legislation governing sale of consumer goods.

### Warranty limitation

This warranty does not cover damage from improper handling or care, exposure to chemicals or undue stress. Damage caused by third parties or non-authorized service centers renders the warranty null and void. This warranty does not include any services performed by a hearing care professional in their office.

Serial number  
(left side):

Authorized hearing care  
professional (stamp/signature):

\_\_\_\_\_  
Serial number  
(right side):

\_\_\_\_\_  
Date of purchase:

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## 12. Compliance information

### Europe:

#### Declaration of Conformity

Hereby Sonova AG declares that this product meets the requirements of the Medical Devices Directive 93/42/EEC as well as the Radio Equipment Directive 2014/53/EU. The full text of the EU Declaration of Conformity can be obtained from the manufacturer or the local Phonak representative whose address can be taken from the list on [www.phonak.com](http://www.phonak.com) (Phonak worldwide locations).

### Australia/New Zealand:



#### R-NZ

Indicates a device's compliance with applicable Radio Spectrum Management's (RSM) and Australian Communications and Media Authority (ACMA) regulatory arrangements for the legal sale in New Zealand and Australia. The compliance label R-NZ is for radio products supplied in the New Zealand market under conformity level A1.

The wireless models listed on page 2 are certified under:

#### Phonak CROS B-312 Custom & Phonak CROS B-13 Custom

USA

FCC ID: KWC-ITEV13

Canada

IC: 2262A-ITEV13

**Notice 1:**

This device complies with Part 15 of the FCC Rules and with RSS-210 of Industry Canada. 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.

**Notice 2:**

Changes or modifications made to this device not expressly approved by Sonova AG may void the FCC authorization to operate this device.

**Notice 3:**

This device has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules and ICES-003 of Industry Canada. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This device 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 device 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 device and receiver.
- Connect the device 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.

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## 13. Information and description of symbols

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With the CE symbol, Sonova AG confirms that this product – including accessories – meets the requirements of the Medical Devices Directive 93/42/EEC as well as the Radio Equipment Directive 2014/53/EU. The numbers after the CE symbol correspond to the code of certified institutions that were consulted under the above-mentioned directives.



This symbol indicates that the products described in these user instructions adhere to the requirements for an applied part of Type B of EN 60601-1. The surface of the CROS device is specified as an applied part of Type B.



Indicates the medical device manufacturer, as defined in EU Directive 93/42/EEC.

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During transportation keep dry.



This symbol indicates that it is important for the user to read and take into account the relevant information in these user guides.



This symbol indicates that it is important for the user to pay attention to the relevant warning notices in these user guides.



Important information for handling and product safety.

**Operating conditions**

The product is designed such that it functions without problems or restrictions if used as intended, unless otherwise noted in these user guides.

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**SN**

Indicates the manufacturer's serial number so that a specific medical device can be identified.

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**REF**

Indicates the manufacturer's catalogue number so that the medical device can be identified.

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Temperature during transportation and storage:  $-20^{\circ}$  to  $+60^{\circ}$  Celsius ( $-4^{\circ}$  to  $+140^{\circ}$  Fahrenheit).

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Humidity during transportation: Up to 90% (non condensing).  
Humidity during storage: 0% to 70%, if not in use. See instruction in chapter 17.2 regarding drying the device after use.

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Atmospheric pressure: 200 hPa to 1500 hPa

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The symbol with the crossed-out garbage bin is to make you aware that this device may not be thrown away as normal household waste. Please dispose of old or unused device, at waste disposal sites intended for electronic waste, or give your device to your hearing care professional for disposal. Proper disposal protects the environment and health.

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## 14. Troubleshooting

| Problem  | Causes   |
|--|--|
| CROS device not functioning  | Dead battery<br>Battery not inserted correctly<br>CROS device switched off |
| Hearing aid plays two beeps  | Indication for low hearing aid battery                                     |
| Hearing aid plays two beeps followed by a melody  | Indication for low battery of CROS device                                  |
| Sound switches on & off (intermittent)   | Moisture on battery of hearing aid or CROS device                          |

| What to do  |
|---|
| Change battery (chapter 1 + 5)  |
| Insert battery correctly (chapter 1 + 5)  |
| Switch CROS device on by completely closing the battery door (chapter 4)  |
| Change battery of the hearing aid within the next 30 minutes (consult the user guide of the hearing aid if necessary) |
| Change battery of the CROS device within the next 30 minutes (chapter 1 + 5)  |
| Wipe batteries and housing of hearing aid and CROS device with dry cloth  |

 If the problem persists, contact you hearing care professional for assistance







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## 15. Important safety information

Please read the information on the following pages before using your CROS device.

A CROS device will not restore normal hearing and will not prevent or improve a hearing impairment resulting from organic conditions. Infrequent use of a CROS device does not permit a user to attain full benefit from it. The use of a CROS device is only part of hearing habilitation and may need to be supplemented by auditory training and instruction in lipreading.

### 15.1 Hazard warnings

-  The intended use of a CROS device is to transmit sound to a hearing aid on the better hearing ear and hereby compensate for impaired hearing. The CROS system (specially programmed for each hearing loss) must only be used by the intended person. They should not be used by any other person as they could damage hearing.
-  Do not use the CROS device in explosive areas (mines or industrial areas with danger of explosions, oxygen rich environments or areas where flammable anesthetics are handled).
-  Hearing aid batteries are toxic if they are swallowed! Keep out of reach of children, individuals with cognitive impairment, and pets. If batteries are swallowed, consult your physician immediately!
-  Changes or modifications to the CROS device that were not explicitly approved by Sonova AG are not permitted. Such changes may damage your ear or the CROS device.

⚠ If you feel pain in or behind your ear, if it is inflamed or if skin irritation and accelerated accumulations of earwax occur, please check with your hearing care professional or physician.

⚠ Hearing programs in the directional microphone mode reduce background noises. Please be aware that warning signals or noises coming from behind, e. g. cars, are partially or entirely suppressed.

⚠ The CROS device is not for children below 36 months. It contains small parts that can cause choking, if swallowed by children. Keep out of reach of children, individuals with cognitive impairment, and pets. If swallowed, consult a physician or hospital immediately.

⚠ Do not make a wire connection from your hearing aid to any external audio sources like radio etc. That could cause injuries on your body (electric shock).

⚠ The following is only applicable for persons with active implantable medical devices (i.e. pacemakers, defibrillators, etc.):

- Keep the wireless hearing aid or CROS device at least 15 cm (6 inches) away from the active implant. If you experience any interference, do not use the wireless hearing aids or CROS device and contact the manufacturer of the active implant. Please, note that interference can also be caused by power lines, electrostatic discharge, airport metal detectors etc.
- Keep magnets (i.e. battery handling tool, EasyPhone magnet, etc.) at least

15 cm (6 inches) away from the active implant.

- If using a Phonak wireless accessory, consult the chapter "Important safety information" in your wireless accessory user guide.

⚠ Avoid strong physical impacts to the ear when wearing an in-the-ear CROS device. The stability of in-the-ear shells is designed for normal use. A strong physical impact to the ear (e.g. during sports) may cause the in-the-ear shell to break. This may lead to perforation of the ear canal or ear drum.

## 15.2 Information on product safety

- ❗ Never immerse your CROS device in water! Protect it from excessive moisture. Always remove your CROS device before showering, bathing, or swimming, as the CROS device contains sensitive electronic parts.
- ❗ Protect your CROS device from heat (never leave near a window or in the car). Never use a microwave or other heating devices to dry your CROS device. Ask your hearing care professional about suitable drying methods.
- ❗ When you are not using your CROS device, leave the battery door open so that any moisture can evaporate. Make sure that you always completely dry your CROS device after use. Store the CROS device in a safe, dry and clean place.
- ❗ Do not drop your CROS device! Dropping onto a hard surface can damage your CROS device.
- ❗ Always use new batteries for your CROS device. In case a battery is leaking, replace it immediately with a new one to avoid any skin irritation. You can return used batteries to your hearing care professional.
- ❗ The batteries used in the CROS device should not exceed 1.5 Volts. Please do not use silver-zinc or Li-ion (lithium-ion) rechargeable batteries as these may cause severe damage to your CROS device. The table in chapter 5 explains exactly which type of battery your particular CROS device requires.
- ❗ Remove the battery if you are not using your CROS device for a long period of time.

❗ Special medical or dental examination including radiation described below, may adversely affect the correct functioning of your CROS device. Remove and keep them outside the examination room/area before undergoing:

- Medical or dental examination with X-ray (also CT scan).
- Medical examinations with MRI/NMRI scans, generating magnetic fields.
- CROS devices don't need to be removed when passing security gates (airports etc.). If X-ray is used at all, it will be in very low doses, and will not affect the CROS devices.

❗ Do not use your CROS device in areas where electronic equipment is prohibited.

Your hearing care professional:



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**Manufacturer:**

Sonova AG

Laubisrütistrasse 28

CH-8712 Stäfa

Switzerland

[www.phonak.com](http://www.phonak.com)



7 613275 674543

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