

# Phonak CROS II Custom

User Guide



**PHONAK**  
life is on

This user guide is valid for:

**Wireless models**

**CE mark applied**

Phonak CROS II-312 Custom

2015

Phonak CROS II-13 Custom

2015

ⓘ This user guide only applies to the CROS device.  
Please see the hearing aid user guide for  
instructions related to the hearing aid.



---

# Your CROS device

ⓘ If no box is checked and you do not know the model of your CROS device please ask your hearing care professional.

<b>Model</b>	<b>Battery type</b>
<input type="checkbox"/> Phonak CROS II-312 Custom	312
<input type="checkbox"/> Phonak CROS II-13 Custom	13

Your hearing care professional:

┌

└

└

┌

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)

---

# Contents

## **Your CROS device**

- 1. Quick guide 6
- 2. Parts of the CROS device 8

## **Using the CROS device**

- 3. Left & right CROS device markings 10
- 4. On/Off 11
- 5. Batteries 12
- 6. Putting on the CROS device 14
- 7. Removing the CROS device 15
- 8. Push button 16
- 9. Volume control 17

## **Further Information**

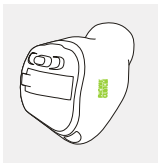
- 10. Care and maintenance 18
- 11. Service and warranty 20
- 12. Compliance information 22
- 13. Information and description of symbols 26
- 14. Troubleshooting 30
- 15. Important safety information 32
- 16. Important information: Cell phones 39
- 17. For the US market only, complies with the FDA regulations 41

# 1. Quick guide

## Left & right markings



Left

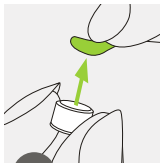


Right

Blue marking for  
**left device.**

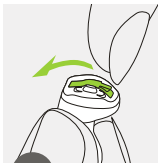
Red marking for  
**right device.**

## Changing batteries



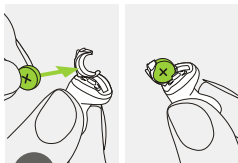
1

Remove the  
sticker from the  
new battery.



2

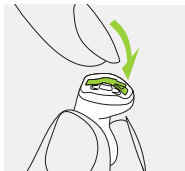
Open the  
battery door.



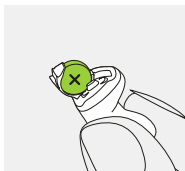
3

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

## On/Off

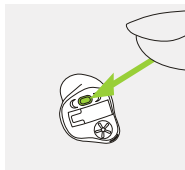


On



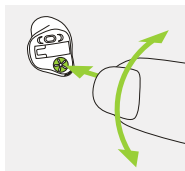
Off

## 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.

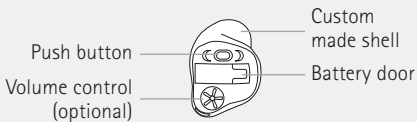
Phonak CROS II Custom device

+ Phonak Virto V hearing aid = **Phonak CROS II system**

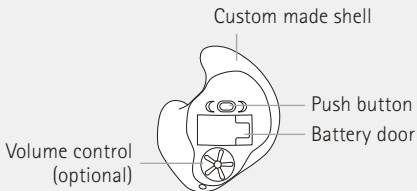
ⓘ Phonak CROS II Custom only works in connection with a Phonak Virto V hearing aid or newer as the receiver.



## CROS II-312 Custom



## CROS II-13 Custom

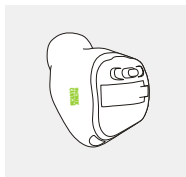


---

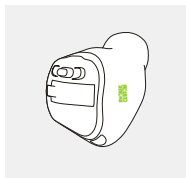
### 3. Left & right CROS device markings

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 shell is colored red or blue.

Blue marking for **left device**.



Red marking for **right device**.



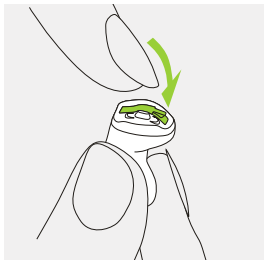
---

## 4. On/Off

The battery door is also the on/off switch.

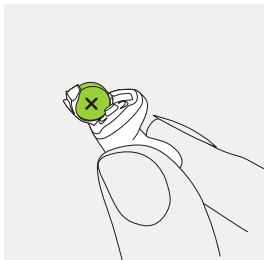
1

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

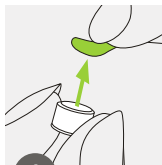


2

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

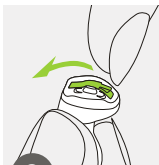


## 5. Batteries



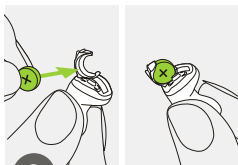
1

Remove the sticker from the new battery.



2



Open the battery door.



3

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

- ⓘ 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.

 **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.

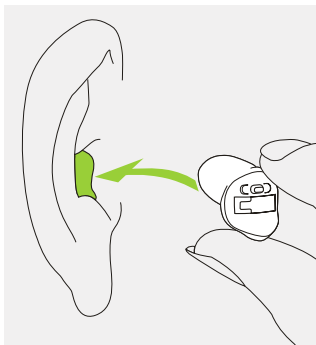
Model	Zinc-air battery size	Color marking on package	IEC code	ANSI code
Phonak CROS				
CROS II-312 Custom	312	brown	PR41	7002ZD
CROS II-13 Custom	13	orange	PR48	7000ZD

**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 (all models)

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

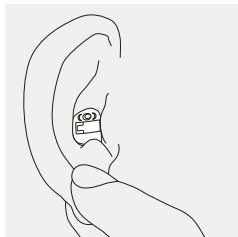


---

## 7. Removing the CROS device

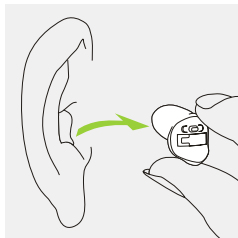
1

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

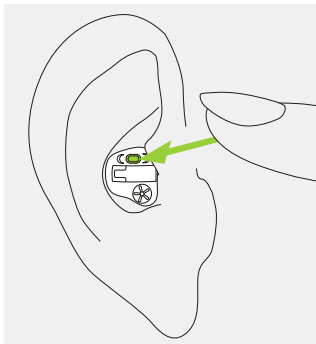
Grasp the protruding CROS device and remove it.



---

## 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.



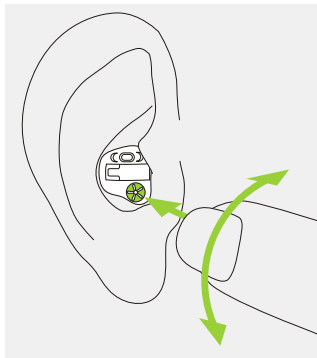


---

## 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.



---

## 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 14.2.

### **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.

---

## 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**

Phonak 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:

---

## 12. Compliance information

### Europe:

---

#### Declaration of Conformity

Hereby Phonak AG declares that this Phonak product meets the requirements of the Medical Devices Directive 93/42/EEC as well as the Radio and Telecommunications Terminal Equipment Directive 1999/5/EC. The full text of the 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 II-312 Custom & Phonak CROS II-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 Phonak 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.

---

## 13. Information and description of symbols

---



With the CE symbol, Phonak AG confirms that this Phonak product – including accessories – meets the requirements of the Medical Devices Directive 93/42/EEC as well as the R&TTE Directive 1999/5/EC on radio and telecommunications equipment. 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.

---



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.

---



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

---



Humidity during transportation: Up to 90% (non condensing).

Humidity during storage: 0% to 70%, if not in use. See instruction in chapter 15.2 regarding drying the device after use.

---



Atmospheric pressure: 200 hPa to 1500 hPa

---



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.

---




# 14. Troubleshooting

## Problem

CROS device not functioning

Hearing aid plays two beeps

Hearing aid plays two beeps followed by a melody 

Sound switches on & off (intermittent)

## Causes

Flat battery


Battery not inserted correctly

CROS device switched off

Indication for low hearing aid battery

Indication for low battery of CROS device

Moisture on battery of hearing aid or CROS device

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

## **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

---

---





## 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 and mentally challenged people or pets. If batteries are swallowed, consult your physician immediately!
-  Changes or modifications to the CROS device that were not explicitly approved by Phonak 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 and mentally challenged people or pets. If swallowed, consult a physician or hospital immediately.

 External devices may only be connected if they have been tested in accordance with corresponding IECXXXXX standards. Only use accessories approved by Phonak AG, to avoid any electrical 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.

## 15.2 Information on product safety

- ① 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.
- ① 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.
- ① 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.

- ① Do not drop your CROS device! Dropping onto a hard surface can damage your CROS device.
- ① 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.
- ① 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.
- ① Remove the battery if you are not using your CROS device for a long period of time.

① 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.

① Do not use your CROS device in areas where electronic equipment is prohibited.

---

## 16. Important information: Cell phones

Some hearing aid users have reported a buzzing sound in their hearing aids when they are using cell phones. According to the ANSI 63.19 (American National Standard Methods of Measurement of Compatibility between Wireless Communications Devices and Hearing Instruments) standard, the compatibility of a particular hearing aid and cell phone can be predicted by adding the rating for the hearing aid immunity to the rating for the cell phone emissions. The sum of the hearing aid rating (e.g. M2/T2=2) and the telephone rating (e.g. M3/T3=3) is 5, and any combination that equals 5 will provide "normal use"; a sum of 6 or greater would indicate "excellent performance". The equipment performance measurements, categories and system classifications are based upon the best information available but cannot guarantee that all users will be satisfied. The immunity of this hearing aid is at least M2/T2.

---

**Note:** the performance of individual hearing aids may vary with individual cell phones. Therefore, please try the hearing aid with your cell phone or, if you are purchasing a new phone, be sure to try it with your hearing aid prior to purchase. For additional guidance, please ask your hearing care professional for the booklet entitled "hearing aid compatibility with digital wireless cell phones".



---

## 17. For the US market only, complies with the FDA regulations

### **Warning to Hearing Aid Dispensers**

A hearing aid dispenser should advise a prospective hearing aid user to consult promptly with a licensed physician (preferably an ear specialist) before dispensing a hearing aid if the hearing aid dispenser determines through inquiry, actual observation, or review of any other available information concerning the prospective user, that the prospective user has any of the following conditions:

- (i) Visible congenital or traumatic deformity of the ear.
- (ii) History of active drainage from the ear within the previous 90 days.
- (iii) History of sudden or rapidly progressive hearing loss within the previous 90 days.
- (iv) Acute or chronic dizziness.

- 
- (i) Unilateral hearing loss of sudden or recent onset within the previous 90 days.
  - (ii) Audiometric air-bone gap equal to or greater than 15 decibels at 500 hertz (Hz), 1,000 Hz, and 2,000 Hz.
  - (iii) Visible evidence of significant cerumen accumulation or a foreign body in the ear canal.
  - (iv) Pain or discomfort in the ear. Special care should be exercised in selecting and fitting a hearing aid whose maximum sound pressure level exceeds 132 decibels because there may be risk of impairing the remaining hearing of the hearing aid user. (This provision is required only for those hearing aids with a maximum sound pressure capability greater than 132 decibels (dB).)

## **Important Notice for Prospective Hearing Aid Users**

Good health practice requires that a person with a hearing loss have a medical evaluation by a licensed physician (preferably a physician who specializes in diseases of the ear) before purchasing a hearing aid.

---

Licensed physicians who specialize in diseases of the ear are often referred to as otolaryngologists, otologists or otorhinolaryngologists. The purpose of medical evaluation is to assure that all medically treatable conditions that may affect hearing are identified and treated before the hearing aid is purchased.

Following the medical evaluation, the physician will give you a written statement that states that your hearing loss has been medically evaluated and that you may be considered a candidate for a hearing aid. The physician will refer you to an audiologist or a hearing aid dispenser, as appropriate, for a hearing aid evaluation.

The audiologist or hearing aid dispenser will conduct a hearing aid evaluation to assess your ability to hear with and without a hearing aid. The hearing aid evaluation will enable the audiologist or dispenser to select and fit a hearing aid to your individual needs.

If you have reservations about your ability to adapt to amplification, you should inquire about the availability of a trial-rental or purchase-option program. Many hearing aid dispensers now offer programs that permit

---

you to wear a hearing aid for a period of time for a nominal fee after which you may decide if you want to purchase the hearing aid.

Federal law restricts the sale of hearing aids to those individuals who have obtained a medical evaluation from a licensed physician. Federal law permits a fully informed adult to sign a waiver statement declining the medical evaluation for religious or personal beliefs that preclude consultation with a physician. The exercise of such a waiver is not in your best health interest and its use is strongly discouraged.

## **Children with Hearing Loss**

In addition to seeing a physician for a medical evaluation, a child with a hearing loss should be directed to an audiologist for evaluation and rehabilitation since hearing loss may cause problems in language development and the educational and social growth of a child. An audiologist is qualified by training and experience to assist in the evaluation and rehabilitation of a child with a hearing loss.









**Manufacturer:**

Phonak AG

Laubisrütistrasse 28

CH-8712 Stäfa

Switzerland

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

Your hearing care professional:

