

Instructions for use

miniRITE R

Oticon CROS RE



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Introduction to this booklet

This booklet guides you on how to use and maintain your new transmitter.

Ensure you read this booklet carefully, including the **Warnings** section. This will help you get the most benefit from your transmitter.



Warning

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

Your hearing care professional has adjusted the transmitter to meet your needs. If you have additional questions, contact your hearing care professional.

A hearing care professional* (hearing aid professional, audiologist, ENT (ear, nose and throat) doctor, or hearing aid dispenser) is a person who is appropriately educated and has proven competency in professionally assessing hearing, selecting, fitting, and delivering hearing instruments and rehabilitation care to persons with hearing loss. The education of the hearing care professional is in accordance with national or regional regulations.

IMPORTANT NOTICE

For details on the functionality of your specific hearing aid solution, refer to your hearing aids's instructions for use.

* The job title may vary from country to country.

Model overview

This booklet is valid for the following models:

Oticon CROS RE miniRITE R

☐ CROS

☐ BiCROS

Your transmitter is to be used with compatible hearing aid. For more information, visit the relevant webpage or contact your hearing care professional. go.oticon.global/stella

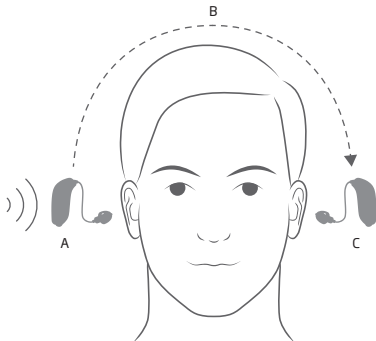


Intended use

Intended use	The transmitter* is intended to transmit sound from the poorer ear to a hearing aid placed on the better ear. The product is intended to be used together with the given hearing solution.
Indications for use	Unaidable hearing loss on one ear (e.g. single-sided deafness (SSD), or very poor unilateral word recognition score).
Intended user	Person with hearing loss using a hearing aid and their caregivers. Hearing care professional responsible for adjusting the accessory.
Intended user group	Adults and children older than 5 years.
Use environment	Indoor and outdoor.
Contraindications	Not suitable for infants and children below 5 years of age. For children from 5 to 8 years of age, caution is advised. Users of active implants must pay special attention when using the device. For more information read the Warnings section.
Clinical benefits	See clinical benefits of the hearing aid.

* The CROS transmitter is an accessory to a medical device (wireless hearing instrument).

CROS solution



A. Transmitter **B. Sound transmission** **C. Hearing aid**

A CROS or BiCROS solution consists of a transmitter and a hearing aid. The transmitter is placed on the poorer ear. It wirelessly sends sound from the poorer ear's surroundings to the hearing aid placed on the better ear.

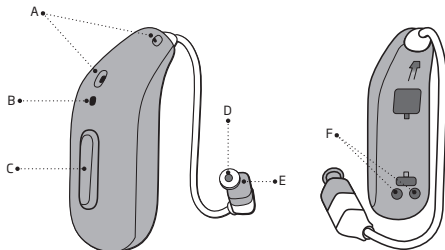
CROS

CROS (Contralateral Routing of Signals) is a solution for people with limited or no hearing in one ear combined with normal hearing in the opposite ear.

BiCROS

BiCROS (Bilateral Contralateral Routing of Signals) is a solution for people with limited or no hearing in one ear and hearing loss in the opposite ear.

Your transmitter



A. Microphones

B. LED light

C. Push-button

D. Wax filter

E. Speaker

F. Charge pads

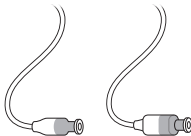
Available speakers

The transmitter uses one of the following speakers:

miniFit Detect speakers

☐ 60

☐ 85



MicroShell Detect 60 and 85 use ProWax miniFit filters.

Available earpieces

The speakers use one of the following earpieces:

Standard earpieces



☐ OpenBass dome



☐ Bass dome, double vent



☐ Bass dome, single vent



☐ Power dome



☐ Grip Tip: Available in small and large, left and right, with or without vent

Customised earpieces

The customised earpieces can be made of different materials.



☐ LiteTip



☐ Micro mould

Dome sizes

5 mm * | 6 mm | 8 mm | 10 mm | 12 mm

Refer to: Replace standard earpiece

* Only as OpenBass dome for miniFit Detect speaker 60

Charge your transmitter

IMPORTANT NOTICE

When charging in high ambient temperatures, your transmitter may reach up to 45°C.

For instructions on how to use your charger, see the charger's instructions for use.

For information on compatible hearing aids and chargers, visit the relevant webpage or contact your hearing care professional.
www.oticon.global/charger-compatibility



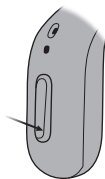
Ensure you fully charge your transmitter before first use and charge it every night. That ensures you start your day with a fully charged transmitter. If your transmitter runs out of battery, ensure you recharge it by placing it in the charger. Restarting your transmitter does not give you more usage time.

Refer to: Battery performance

Turn transmitter ON

IMPORTANT NOTICE

Ensure that your charger is powered or that the charger's built-in battery is charged when the transmitter is seated in the charging port. For more information, see your charger's instructions for use.



Your transmitter can be turned ON using either the charger or the push-button.

Turn the transmitter ON using the charger

- Remove the transmitter from the charger.

Turn the transmitter ON using the push-button

- Press and hold the push-button for approximately two seconds.

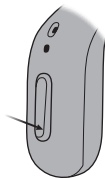
The transmitter LED light will turn GREEN. Depending on your transmitter settings, you may hear a start-up jingle in your hearing aid when it is turned ON.

Refer to: Sound and LED light indicators

Turn transmitter OFF

IMPORTANT NOTICE

Ensure that your charger is powered or that the charger's built-in battery is charged when the hearing aid is seated in the charging port. For more information, see your charger's instructions for use.



Your transmitter can be turned OFF using either the charger or the push-button.

Turn the transmitter OFF using the charger

- Place the transmitter in the charger.

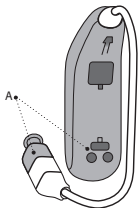
Turn the transmitter OFF using the push-button

- Press and hold the push-button for approximately three seconds.

The transmitter LED light will turn ORANGE.

Refer to: Sound and LED light indicators

Identify transmitter



It is important to distinguish between the transmitter and the hearing aid. Colour indicators help you distinguish between left and right.

A **RED** indicator means RIGHT.

A **BLUE** indicator means LEFT.

A. Colour indicators

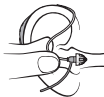
Put on transmitter

Prerequisite: Transmitter connected to speaker with an earpiece attached, ear grip (optional)

You should always use the speaker with an earpiece attached. Use only parts designed for your transmitter.



- 1.**
Place the transmitter behind your ear.



- 2.**
Hold the bend of the speaker wire between your thumb and index finger.

The earpiece should point towards the opening of the ear canal.



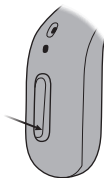
- 3.**
Gently push the earpiece into your ear canal until the speaker wire sits close to your head.

*If the speaker has an ear grip, place it in the ear so it follows the contour of the ear.

Change volume on the transmitter

The push-button allows you to adjust the volume of the sound transmitted to your hearing aid.

You can adjust both transmitted sound and hearing aid sound using the push-button of the hearing aid or the app.



- A short press on the transmitter increases volume for the transmitted sound.
- A long press on the transmitter decreases volume for the transmitted sound.

When you increase or decrease the volume, you will hear a high pitch beep in your hearing aid.

Battery performance

To ensure the longest life of the rechargeable battery in your transmitter, do not expose it to excessive heat. For example, do not leave your transmitter in the sun, in front of a window or in a car, even if it is in the charger.

If your transmitter does not perform for a full day, contact your hearing care professional.

Low battery indication

The low battery indication is repeated periodically until the battery runs out.

After the notification, you have approximately two hours before the transmitter runs out of battery.

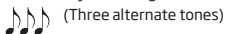
Audible battery indication

Audible battery indications are available as:

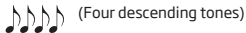
- Tones

Your hearing care professional can set how you receive audible battery indication. The transmitter sounds are higher in pitch to distinguish them from hearing aids sounds. The transmitter sounds are transmitted to your hearing aid.

The battery is running low



The battery has run out



Refer to: Sound and LED light indicators

LED light battery indication

Continuous fast ORANGE blinks of transmitter LED light indicate low battery.

General maintenance

To ensure the best performance for your transmitter you should clean it and replace filters regularly. Contact your hearing care professional for appropriate cleaning tools.

Below is an overview of the recommended maintenance activities. These are described in detail in the following sections of this booklet.

1. Clean your transmitter and charge pads.
2. Replace the standard earpieces (dome or Grip Tip*).
3. Clean the customised earpiece.
4. Replace the filters.

* Domes or Grip Tips should be replaced at least once a month.

MultiTool

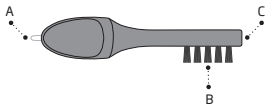
The tool contains a brush and wire loop for cleaning and removing earwax.

If you need a new tool, contact your hearing care professional.

IMPORTANT NOTICE

The MultiTool has a built-in magnet. Keep the MultiTool at least 30 centimetres (1 foot) away from credit cards and other magnetically sensitive devices.

MultiTool



A. Wire loop B. Brush C. Magnet

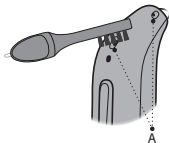
Clean the transmitter

Prerequisite: A tool, a soft, dry cloth, soft surface to work on

Clean the transmitter regularly for optimal charging and use.

IMPORTANT NOTICE

To clean your transmitter, use a soft, dry cloth. The transmitter must never be washed or immersed in water or other liquids. After wearing the transmitter in humid or sweaty conditions, wipe the outside. If you notice unexplained liquids or residue coming out of your transmitter's surface, stop charging or using the device. Consult your hearing care professional or doctor.



A. Microphone openings

1. Hold the transmitter over a soft surface to avoid damage in case you drop it.
2. Use the brush of the tool to carefully brush debris away from the microphone openings and the surface around the openings.

Do not force parts of the tool into the microphone openings. This may damage the transmitter.

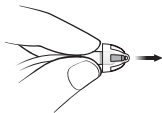
3. Use a soft dry cloth to clean the charge pads.

Replace standard earpiece

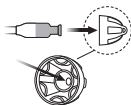
If the earpiece is filled with earwax, replace it with a new one.

IMPORTANT NOTICE

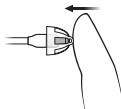
If the earpiece is not on the speaker when removed from the ear, the earpiece may still be in the ear canal. For further instructions, consult your hearing care professional.



1. Hold on to the speaker and pull off the earpiece.



2. Insert the speaker exactly into the middle of the earpiece to get a secure fit.



3. Push firmly to ensure that the earpiece is securely fastened.

Wax filters

IMPORTANT NOTICE

Ensure you always use the same type of wax filter as originally supplied with the transmitter. If you are in doubt about the use or replacement of wax filters, contact your hearing care professional.

Your speaker or earpiece has a white wax filter which keeps earwax and debris from damaging the speaker / earpiece.

The filter is inserted into to the end of the speaker / earpiece.

Ensure that you replace the filter when clogged. The filters should be replaced at least once a month. Alternatively, contact your hearing care professional.

Ensure you remove the earpiece from the speaker before replacing the wax filter.

Refer to: Replace standard earpiece, Sound and LED light indicators

Wax filter shell and tool



A. Wax filter shell **B.** Filter tool

The filter tool is found inside the wax filter shell. One shell contains six filter tools of a single type as illustrated.

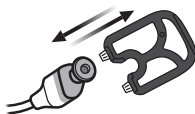
Each filter tool has two pins. One of the pins has a new filter and the other pin is empty.

Replace ProWax miniFit filter

Prerequisite: A speaker that uses ProWax miniFit filters, ProWax miniFit filter tool from the wax filter shell*



1.
Insert the empty pin of the filter tool into the wax filter in the speaker and pull the tool to remove the old wax filter.



2.
Insert the new wax filter in the speaker using the other pin of the filter tool. Remove the tool and throw it out.

* If you use a mould or LiteTip, your hearing care professional must replace the wax filter in the speaker

Long-term storage

To protect the rechargeable battery, it is necessary that you fully charge the transmitter every six months. If a stored transmitter is not charged within a six month period, the rechargeable battery may need to be replaced.

Before you put away or store your transmitter for a prolonged period of time (more than three months):

1. Charge the transmitter fully.
2. Turn the transmitter OFF.

General warnings

For your personal safety and to ensure correct usage, you should familiarise yourself fully with the following general warnings before using your transmitter. Consult your hearing care professional if your transmitter exhibits unexpected behaviour or you encounter serious incidents with your transmitter. Your hearing care professional will support you with issue handling and, if relevant, reporting to the manufacturer and/or the national authorities.

Note that transmitter does not restore normal hearing and do not prevent or improve hearing impairment resulting from natural processes such as aging or sickness.

The transmitter is only a part of hearing habilitation and may need to be supplemented by auditory training and instruction in lipreading.

To achieve the full benefit from your transmitter, you should use it frequently.

Only charge the transmitter with a designated charger. Other chargers risk destroying the transmitter and batteries.

This transmitter is supported by a nonremovable rechargeable lithium-ion battery cell. Please ensure to charge the transmitter and familiarise yourself with the safety and handling information related to a rechargeable transmitter.

Choking hazards of swallowing small parts

Keep all small parts (for example, transmitter, earpieces, batteries, etc.) out of reach and sight of children and others who might swallow these items. Seek emergency medical treatment immediately if someone is choking on small parts or batteries are swallowed.

General warnings

Keep away from environments with risk of explosions

Your transmitter is safe to use under normal usage conditions. The transmitter has not been tested for compliance with international standards concerning explosive environments.

Do not use the transmitter in environments with danger of explosions such as mines, oil fields, oxygen rich environments or areas where flammable anaesthetics are handled.

Fatality hazards of swallowing batteries

Never swallow batteries. Doing so can lead to serious injury or death within hours. Swallowed batteries can cause burns that may perforate inner organs. Keep the batteries out of reach and sight of children and others who might swallow them. Batteries have occasionally been mistaken for pills. Therefore, check your medicine carefully before swallowing any pills. Seek emergency medical treatment immediately if a battery is swallowed.

Risk of placing batteries in ear or nose

Never place batteries in the ear or the nose. This can lead to permanent damage due to burns. Contact a doctor immediately if a battery is placed in the ear or nose.

Never attempt to replace rechargeable batteries

Do not attempt to open your transmitter as it may damage the battery.

General warnings

Never attempt to replace the battery. If battery replacement is needed, return your device to the supplier. The warranty is void if there are signs of tampering.

Beware of battery leakage

Do not touch your transmitter if the battery appears to be leaking as the acids may cause skin irritation.

If you have been in contact with battery acids, wipe it off using a wet cloth.

If you experience skin irritation, consult your doctor. In the event of battery leakage contact your hearing care professional for further instructions.

Beware of sudden dysfunction

Your transmitter may stop working without notice. For example, if it runs out of battery or if the tubing is blocked. Keep this in mind especially in situations where you depend on warning sounds (for example when in traffic).

Use with active medical implants

Your transmitter has been thoroughly tested and developed for human health according to international standards for human exposure (Specific Absorption Ratio - SAR), induced electromagnetic power and voltages into the human body.

The exposure values are well below international accepted safety limits for SAR, induced electromagnetic power and voltages into the human body defined in the standards for human health and coexistence with active medical implants, such as pacemakers and heart defibrillators.

If you have an active brain implant, contact the manufacturer of your implanted device for information about the use with a transmitter.

General warnings

Accessories with built-in magnets should be kept at least 30 centimetres (12 inches) away from any implanted medical device. Follow the guidelines from the manufacturer of your implanted medical device regarding their use with magnets.

Detached earpiece in ear canal

Ensure that the earpiece is still connected to the speaker when removing the transmitter from your ear. If the earpiece is not on the speaker, the earpiece may still be in the ear canal. Consult your hearing care professional.

Remove transmitter before certain medical procedures

Remove your transmitter before medical procedures such as X-ray examinations, CT/MR/PET scans, electrotherapy, surgery, etc. Your transmitter may be damaged if exposed to strong magnetic or electromagnetic fields.

Keep away from extreme heat

Never expose your transmitter to extreme heat. For example, do not leave your transmitter inside a parked car in the sun.

Never use an external heating device to dry your transmitter. For example, do not dry your transmitter using a hair dryer or in an oven such as a microwave.

Keep away from chemicals

Remove your transmitter before applying products that contain certain chemicals that can damage your transmitter. For example, cosmetics, hairspray, perfume, aftershave lotion, suntan lotion and insect repellent. Allow the products time to dry before putting on your transmitter.

General warnings

Connecting the charger to external equipment

If you connect your transmitter charger using a USB connector other than the one originally supplied with your charger, the USB connector must comply with IEC 62368-1 or equivalent safety standards.

Potential side effects

Possible side effects may include dizziness, nausea, headache or migraine, skin irritation, ear wax accumulation or a temporary increase in tinnitus perception. If you experience side effects, consult your hearing care professional or doctor.

Skin irritation and moisture exposure

If you notice liquids or residues coming out of your transmitter, or if you develop skin irritation (for example, redness, itching, blistering, soreness, or open sore) where your device touches skin, stop using the transmitter. Consult your hearing care professional or doctor.

Allergic reactions

Users with known nickel sensitivity should stop using the transmitter if irritation occurs. Consult your hearing care professional or doctor.

Use of third-party accessories

Only use accessories, cables or transducers (for example, microphones) supplied by the manufacturer. Non-original accessories may result in reduced electromagnetic compatibility (EMC) of your transmitter.

Do not modify transmitter

Do not make any modifications to your transmitter not expressly approved by the manufacturer. This will void the warranty.

General warnings

Use in fields with electromagnetic interference



Your transmitter has been thoroughly tested for interference according to the most stringent international standards, including EN/IEC 60601-1-2 and its amendments. Electromagnetic interference may occur in the vicinity of equipment that can affect the performance of your transmitter such as mobile phones, Wi-Fi routers or other equipment with the displayed symbol. If your transmitter is affected by interference, move away from the source.

interfering, nonspeech sound transmitted to their better ear by the device.

Transmitter use in complex listening environments

The use of a transmitter may have an impact on speech discrimination in complex listening situations. Special caution is advised for children from five to eight years of age who may be unable to manage

Water and dust resistant (IP68)

IMPORTANT NOTICE

Do not wear your transmitter while showering or participating in water activities. Do not immerse your transmitter in water or other liquids.

Your transmitter is dust tight and protected against ingress of water, which means it is designed to be worn in all daily life situations. Therefore, you do not have to worry about humidity or getting wet in the rain.

Before charging the transmitter, make sure to wipe off any moisture.

Conditions of use

For more information about the charger's conditions of use, see your charger's instructions for use.

Operating conditions	Temperature: +5°C to + 40°C (41°F to 104°F) Humidity: 5% to 93% relative humidity, non-condensing Atmospheric pressure: 700 hPa to 1060 hPa
Charging conditions	Temperature: +5°C to + 40°C (41°F to 104°F) Humidity: 5% to 93% relative humidity, non-condensing Atmospheric pressure: 700 hPa to 1060 hPa
Transportation and storage conditions	Temperature and humidity shall not exceed the below limits during transportation and storage: Transportation: Temperature: -20°C to + 60°C (-4°F to 140°F) Humidity: 5% to 93% relative humidity, non-condensing Atmospheric pressure: 700 hPa to 1060 hPa Storage: Temperature: -20°C to + 30°C (-4°F to 86°F) Humidity: 5% to 93% relative humidity, non-condensing Atmospheric pressure: 700 hPa to 1060 hPa

Technical information

The transmitter contains the following radio technology:

The transmitter contains a radio transceiver using short range magnetic induction technology operating at 3.84 MHz. The magnetic field strength of the transmitter is very weak and always below 15 nW (typically below -15 dB μ A/m (-4.6 dB μ A/ft) at 10 metres (33 feet) distance).

Only use your transmitter in areas where wireless transmission is permitted.

The transmitter complies with international standards concerning radio transmitters, electromagnetic compatibility, and human exposure.

The transmitter is designed to operate in public and residential environments. It has passed the following applicable emissions and immunity tests:

Radiated emissions requirements for a CISPR 11 Group 1 Class B device as stated in table 2 of IEC 60601-1-2.

Radiated emission for near field magnetic induction communication operating at 3.84 MHz as stated in 47 CFR Part 15, subpart C, RSS-210 and EN 300 330 (only for products with NFMI).

RF radiated immunity at a field level of 10 V/m between 80 MHz and 2.7 GHz as stated in table 4 of IEC 60601-1-2 and, 3 V/m between 2.7 and 6.0 GHz as stated in CISPR 32.

RF radiated immunity at a field level of up to 28 V/m for selected RF wireless communication bands between 380 MHz and 5.8 GHz as stated in table 9 of IEC 60601-1-2.

RF radiated immunity at a field level of up to 65 A/m for selected proximity magnetic fields at 30 kHz, 134.2 kHz and 13.56 MHz as stated in table 11 of IEC 60601-1-2 AM1.

Immunity to power frequency magnetic fields at a field level of 30 A/m as stated in table 4 of IEC 60601-1-2 (only for products with telecoil).

Immunity to ESD levels of +/- 2, 4 and 8 kV conducted discharge and +/- 2, 4, 8 and 15 kV air discharge as stated in table 4 of IEC 60601-1-2.

Due to the limited space available on the transmitter, relevant approval markings can be found in this booklet.

Additional information can be found in the Technical data document.

www.oticon.global



Compliance declarations

The manufacturer declares that this transmitter is in compliance with the essential requirements and other relevant provisions of Directive 2014/53/EU.

This medical device complies with Medical Device Regulation (EU) 2017/745.

Declaration of Conformity is available from the legal manufacturer.

Oticon A/S
Kongebakken 9
DK-2765 Smørum
Denmark

www.oticon.global/doc

CE 0123



SBO Hearing A/S
Kongebakken 9
DK-2765 Smørum
Denmark



Waste from electronic
equipment must be
handled according to
local regulations.



IP68

Description of symbols accompanying the product



Warnings

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



Manufacturer

The device is produced by the manufacturer whose name and address are stated next to the symbol. Indicates the medical device manufacturer, as defined in EU Regulation 2017/745.



CE mark

The device complies with all required EU regulations and directives. The four digit number indicates the identification of the notified body.



Electronic waste (WEEE)

Recycle hearing aids, accessories or batteries according to local regulations. Hearing aid users can also return electronic waste to their hearing care professional for disposal. Electronic equipment covered by Directive 2012/19/ EU on waste and electrical equipment (WEEE).



Regulatory Compliance Mark (RCM)

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

IP68

IP code

Indicates the class of protections against harmful ingress of water and particulate matter according to EN 60529. IP6X indicates total dust protection. IPX8 indicates the protection against the effects of continuous immersion in water.

Description of symbols accompanying the product



Radio Frequency (RF) transmitter

Your hearing aid contains an RF transmitter.



Keep dry

Indicates a medical device that needs to be protected from moisture.



Catalogue number

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



Serial number

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



Medical device

The device is a medical device.



Battery recycling symbol

Li-ion battery recycling symbol.



Temperature limit

Indicates the temperature limits to which the medical device can be safely exposed.



Humidity limitation

Indicates the range of humidity to which the medical device can be safely exposed.

Description of symbols accompanying the product



Unique device identifier

Indicates a carrier that contains unique device identifier information.

International warranty

Your device is covered by an international warranty issued by the manufacturer. This international warranty covers manufacturing and material defects in the device itself, but not in accessories such as batteries, tubing, speakers, earpieces and filters, etc. Problems arising from improper/incorrect handling or care, excessive use, accidents, repairs made by an unauthorised party, exposure to corrosive conditions, physical changes in your ear, damage due to foreign objects entering the device, or incorrect adjustments are NOT covered by the international warranty and may void it. The above international warranty does not affect any legal rights that you might have under applicable national legislation governing the sale of consumer goods in the country where you have bought your device. Your hearing care professional may also have issued a warranty that goes beyond the clauses of this international warranty. Please consult your hearing care professional for further information.

If you need service

Take your device to your hearing care professional, who may be able to sort out minor problems and adjustments immediately. Your hearing care professional may charge a fee for their services.

Warranty certificate

Name of owner: _____

Hearing care professional: _____

Hearing care professional's address: _____

Hearing care professional's phone: _____

Purchase date: _____

Warranty period: _____ Month: _____

Model: _____ Serial no: _____

Your individual transmitter settings

To be filled out by your hearing care professional.

General settings overview for your transmitter		
Left		Right
Yes	Change volume	Yes
Volume control indicators		
On	Beeps at min/max volume	On
On	Beeps when changing volume	On
On	Beeps at start-up volume	On
Battery indicators		
On	Low battery warning	On

Sound and LED light indicators

Different sounds and light patterns indicate the transmitter status. The different indicators are listed on the following pages. For light indicators on your charger, see the charger's instructions for use.

Note:

The transmitters warning sounds are high pitched. The high pitch distinguishes the transmitter sounds from the sounds of your hearing aid.

-  Long GREEN blink  Short GREEN blink
 Long ORANGE blink  Short ORANGE blink

ON/OFF			
ON/OFF	Sound	LED light	LED light comment
ON	☐ Jingle	☐ 	Shown once
OFF	☐ 4 descending tones	☐ 	

Volume			
Volume	Sound	LED light	LED light comment
Start-up volume	☐ 2 beeps	☐ 	Shown once
Minimum/maximum volume	☐ 3 beeps	☐ 	
Volume up/down	☐ 1 beep	☐ 	
Mute		☐  	Continuous or repeated three times

Warnings			
Accessories	Sound	LED light	LED light comment
Low battery	□ 3 alternate tones	□ ●●●●●●●●	Continuously blinking
Battery shut down	4 descending tones		
Microphone cleaning or service needed	8 beeps repeated 4 times	□ ■■■■■■	Repeated four times. See the Troubleshooting section
The transmitter LED light does not turn ON when the transmitter is placed in the charger		Turned OFF	See the Troubleshooting section
The transmitter LED light blinks ORANGE when the transmitter is placed in the charger		■■■	Continuously blinking. See the Troubleshooting section.

Troubleshooting

To troubleshoot the charger, see your charger's instructions for use.

No sound	
CAUSE	SOLUTION
Transmitter is out of power.	Charge the transmitter.
Dead battery	Contact your hearing care professional.
Transmitter is turned OFF.	Turn transmitter ON.
Receiving hearing aid is turned OFF.	Turn hearing aid ON.

Intermittent or reduced sound	
CAUSE	SOLUTION
Moisture	Gently wipe the transmitter and let it dry.

Beeping	
CAUSE	SOLUTION
If your transmitter plays eight beeps, four times consecutively, your transmitter may need a microphone service check	1) Try to clean the microphone with the cleaning tool. 2) If the beep persists, contact your hearing care professional.

The transmitter LED light remains turned OFF when the transmitter is placed in the charger.

CAUSE

SOLUTION

The charger is turned OFF

Verify that the charger's power plug is correctly connected or the power bank has enough battery.

Transmitter or charger's temperature is either too warm or too cold

Move the charger and transmitter to a location with a temperature between +5°C and +40°C (+41°F and +104°F).

Charging is incomplete. The charger has stopped charging to protect the battery.

Reinsert the transmitter into the charger. This completes the charging within approximately 15 minutes.

Transmitter is incorrectly seated in the charger

Check the charging ports for foreign objects.

Transmitter charge pads are dirty

Clean the contacts using a dry cloth.

Transmitter LED light pulses ORANGE when the transmitter is placed in the charger but does not power ON when removed from the charger.

CAUSE

SOLUTION

Battery is very low and insufficient to power ON transmitter.

The transmitter is charging. Ensure you leave the transmitter in the charger during this process.

Transmitter LED light blinks ORANGE when the transmitter is placed in the charger

CAUSE

SOLUTION

System error

Contact your hearing care professional.

If none work

Note:

If none of the above solutions work, consult your hearing care professional.



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