

Instructions for use

Oticon CROS PX
miniRITE R



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life-changing technology

Model overview

This booklet is valid for Oticon CROS PX miniRITE R and covers both CROS and BiCROS.

- ☐ CROS
- ☐ BiCROS

Oticon CROS PX miniRITE R is to be used with compatible Oticon hearing aids.

For an overview of which hearing aids Oticon CROS PX miniRITE R is compatible with, visit: oticon.global/cros-compatibility

Introduction to this booklet

This booklet guides you on how to use and maintain your new transmitter. Ensure you read the booklet carefully, including the **Warnings** section. This will help you get the most benefit from your transmitter.

Your hearing care professional has adjusted the sound sent from 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, and 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.

*The job title may vary from country to country.

For your convenience, this booklet contains a navigation bar to help you navigate through the different sections.

| **About** | [Getting started](#) | [Daily use](#) | [Warnings](#) | [More info](#) |

IMPORTANT NOTICE

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

Intended use

Intended use	The transmitter is intended to transmit sound from the poorer ear to a hearing aid placed on the better ear.
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 hearing aid.
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.

Table of contents

About

CROS solution	8
Your transmitter	10
Identify left and right device	12

Getting started

Turn transmitter ON / OFF using the charger	14
Turn transmitter ON / OFF using the push button	15
Charging time	16
Low battery indication	18
Battery performance	19
Cleaning	20

Daily use

Put on the transmitter	22
Change volume on the transmitter	23
Hearing aid sound	24
Change volume on the hearing aid	25

Replace standard earpieces	26
ProWax miniFit filter	28
Replace ProWax miniFit filter	29
Transmitter storage	30

Warnings

General warnings	32
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More info

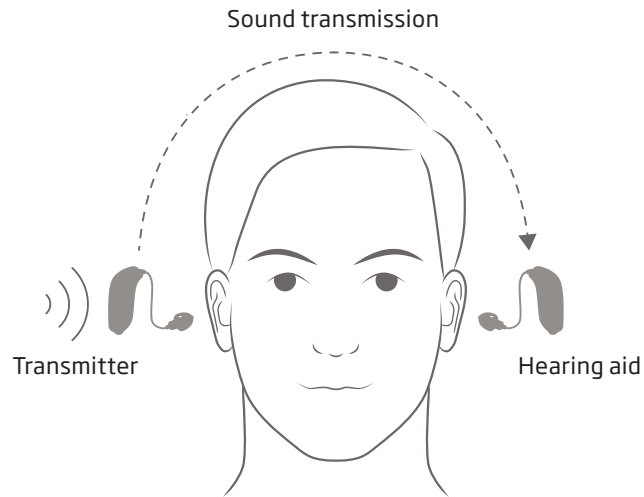
Troubleshooting	36
Water & dust resistant (IP68)	40
Conditions of use	41
Warranty	42
Technical information	44
Sound and LED light indicators	48

CROS solution

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.

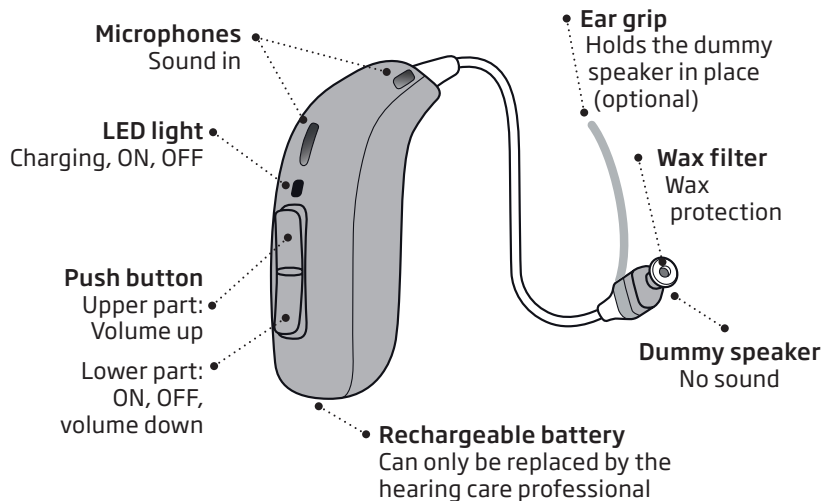
CROS (Contralateral Routing of Signals) is a solution for people with limited or no hearing in one ear combined with normal hearing in the opposite ear.

BiCROS (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.



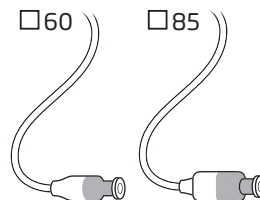
Your transmitter

What it is and does

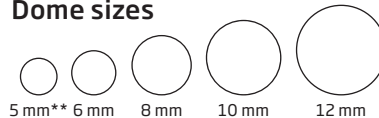


Dummy speakers*

The choice of size depends on what fits best in your ear.



Dome sizes



* Standard speaker, with no acoustic purpose, used to keep your transmitter in place.

** Only for dummy speaker 60.

Earpieces

The dummy speaker uses one of the following earpieces. This helps the transmitter stay in your ear.

Grip Tip, LiteTip, or Micro mould can also be used.



□ Open dome



□ OpenBass dome



□ Bass dome, single vent



□ Bass dome, double vent



□ Power dome

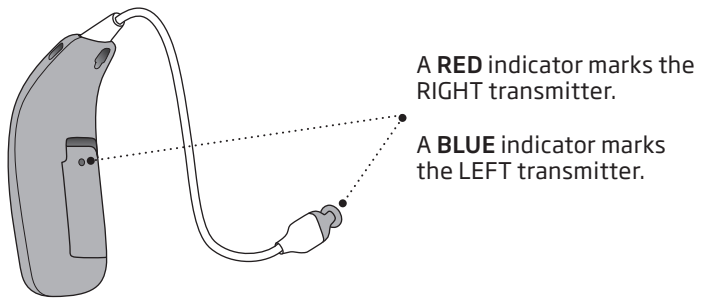
Note

See details for replacing the dome in the section:
Replace standard earpieces.

Identify left and right device

It is important to distinguish between the transmitter and the hearing aid. The left/right colour indicator helps you distinguish between left and right.

You can find left/right colour indicators on the transmitter itself. On the dummy speaker it is located as shown.



Turn transmitter ON / OFF using the charger

Your transmitter automatically turns ON when removed from the charger.

The transmitter LED light turns **GREEN** after approximately two seconds. Wait until the transmitter LED light blinks **GREEN** twice, confirming it is ready for use.

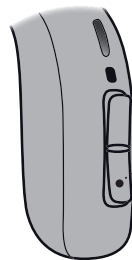
Your transmitter automatically turns OFF when placed in the charger and starts charging. The transmitter LED light turns **ORANGE**.

IMPORTANT NOTICE

If applicable, 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.

Turn transmitter ON / OFF using the push button

The transmitter can be turned ON / OFF using the push button.



To turn ON

Press and hold the lower part of the push button for approximately two seconds until the transmitter LED light turns **GREEN**. Release the push button and wait until the transmitter LED light blinks **GREEN** twice. The transmitter is now turned ON.

To turn OFF

Press and hold the lower part of the push button for approximately three seconds until the transmitter LED light turns **ORANGE**. The transmitter plays four descending tones. Release the push button. The transmitter is now turned OFF.

For information regarding tones, see the **Sound and LED light indicators** section.

Charging time

Ensure you fully charge your transmitter before first time use.

Charge your transmitter every night. This ensures that you start your day with a fully charged transmitter. If your transmitter’s battery is completely drained, the normal charging time is:

3 hours	1 hour	0.5 hour
Fully charged	50% charged	25% charged

When the battery is fully charged, the LED light on the transmitter turns **GREEN** and the charging process stops automatically. Leave your transmitter in the charger when you are not using it. Ensure that the charger is powered or that the charger’s built-in battery is charged when the transmitter is seated in the charging port.

Charging time may vary depending on the remaining capacity of the battery and between the transmitter and the hearing aid.

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

Low battery indication

When the battery is running low, you hear three alternate beeps. This gives you approximately two hours before the transmitter runs out of battery.

The beeps are repeated every 30 minutes. Just before the battery runs out, you hear four descending tones.



Three alternate beeps
= The battery is running low.



Four descending tones
= The battery has run out.

Battery performance

The daily battery performance varies depending on your individual use.

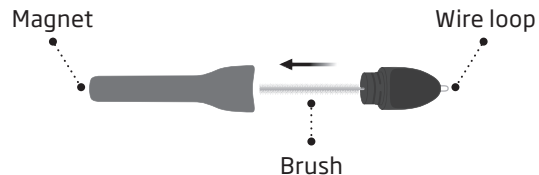
If your transmitter runs out of battery, ensure you recharge it by placing it in the charger. Be aware that restarting the transmitter does not give you more usage time.

For the best charging conditions, ensure the room temperature is in the range of +10°C and +35°C (50°F and 95°F).

If your transmitter does not perform for a full day, you may need to replace the battery. If so, contact your hearing care professional.

Cleaning

The MultiTool contains a brush and wire loop for cleaning and removing earwax. If you need a new MultiTool, contact your hearing care professional.



IMPORTANT NOTICE

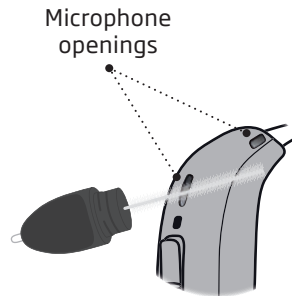
The MultiTool has a built-in magnet. Keep the MultiTool at least 30 centimetres (1 foot) away from credit cards and other magnetically-sensitive devices.

Do not drop your transmitter when handling it. Ensure you hold it over a soft surface to avoid damage while cleaning it.

Clean the microphone openings

Use the MultiTool brush to carefully brush debris away from the openings and the surface around the openings.

Ensure that you do not forcefully squeeze parts of the MultiTool into the microphone openings. This may damage the transmitter.



IMPORTANT NOTICE

To clean the transmitter, use a soft, dry cloth. The transmitter must never be washed or immersed in water or other liquids.

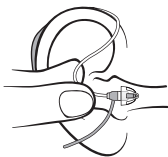
Put on the transmitter

Step 1



Place the transmitter behind your ear.

Step 2



Hold the bend of the dummy speaker wire between your thumb and index finger. The earpiece should point towards the opening of the ear canal.

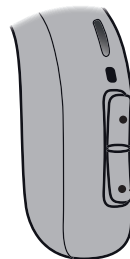
Step 3



Gently push the earpiece into your ear canal until the dummy speaker wire sits close to your head. If the dummy 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 on the transmitter allows you to adjust the volume of the transmitted sound. You hear a high pitch beep in the hearing aid when you increase or decrease the volume.



Press button to increase volume

Press button to decrease volume



Hearing aid sound

CROS only

The microphones on the hearing aid are deactivated. This means that no sound is picked up by the hearing aid.

BiCROS only

The hearing aid sound remains the same when you adjust the volume of the transmitted sound using the push-button on the transmitter.

Change volume on the hearing aid

	CROS only	BiCROS only
Single push button hearing aids	The push button on the hearing aid has no volume functionality.	
	To change the volume of the transmitted sound, you need a ConnectClip, Oticon ON, Remote Control or iPhone®.	To change the combined sound from the transmitter and hearing aid, you need a ConnectClip, Oticon ON, Remote Control or iPhone.
Double push button hearing aids	If your hearing care professional has activated the volume control, the push button on the hearing aid changes the transmitted sound.	If your hearing care professional has activated the volume control, the push button on the hearing aid changes the combined sound from the transmitter and the hearing aid.

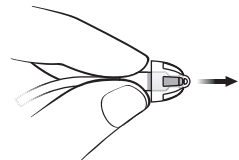
Contact your hearing care professional for more information.

Apple, the Apple logo, iPhone, iPad, and iPod touch are trademarks of Apple Inc., registered in the U.S. and other countries.

Replace standard earpieces

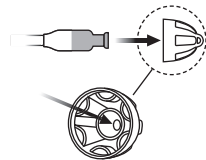
It is important that you do not clean the standard earpiece. If the earpiece is filled with earwax, replace it with a new one.

Step 1



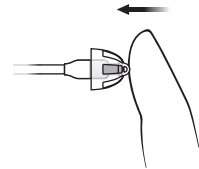
Hold on to the dummy speaker and then pull off the earpiece.

Step 2



Insert the dummy speaker into the exact centre of the earpiece for a secure attachment.

Step 3



Push firmly to ensure that the earpiece is securely fastened.

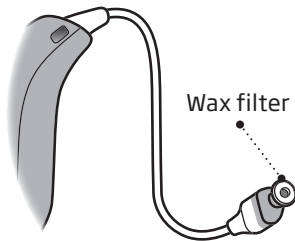
IMPORTANT NOTICE

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

ProWax miniFit filter

The dummy speaker has a white wax filter attached to the end with the earpiece. The wax filter keeps wax and debris out of the dummy speaker. It has no acoustic purpose. Replace the filter for hygienic reasons when clogged.

Remove the earpiece from the dummy speaker before replacing the wax filter.

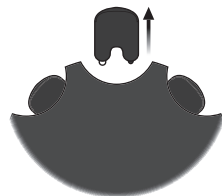


IMPORTANT NOTICE

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

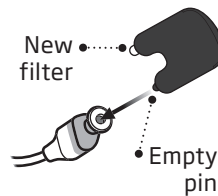
Replace ProWax miniFit filter

1. Tool



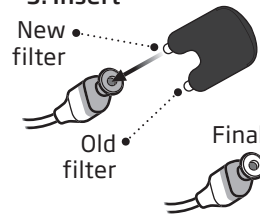
Remove the tool from the shell. The tool has two pins, one empty for removal and one with the new wax filter.

2. Remove



Insert the empty pin into the wax filter in the dummy speaker and pull it out.

3. Insert



Insert the new wax filter using the other pin, remove the tool, and throw it out.

Transmitter storage

When you are not using your transmitter, the charger is the best place to keep it. This ensures that your transmitter is always charged.

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.

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

Long-term storage

Before you put away or store the transmitter for a prolonged period of time (more than 14 days), ensure you first fully charge the transmitter, and then turn it OFF. This way the battery can be charged again.

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

Note

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 must be replaced.

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 you experience unexpected operations or serious incidents with your device during use or because of its use. Your hearing care professional will support you with issue handling and, if relevant, reporting to the manufacturer and/or the national authorities.

Note that the transmitter will not restore normal hearing and will not prevent or improve a hearing impairment resulting from organic conditions. Furthermore, note that in most cases, infrequent use of the transmitter does not permit a user to attain its full benefits.

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

Choking hazards and risk of swallowing batteries and other small parts

The transmitter, its parts and the battery should be kept out of reach of children and anyone who might swallow these items or otherwise cause injury to themselves.

If a battery or the transmitter is swallowed, see a doctor immediately.

Fatality hazards and risk of swallowing lithium-ion batteries or placing them in the ear or nose

Never swallow lithium-ion batteries nor place them in the ear or the nose, as this may lead to serious injury or death in as little as two hours. This can be due to chemical burns, which can permanently damage the nose or ear or potentially lead to perforation of the inner organs. If a lithium-ion battery is swallowed or placed in the ear or nose, seek emergency medical treatment immediately. Keep the batteries in the original packaging until use. Dispose of used batteries immediately.

Explosives

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

Therefore, do not use transmitter in environments with danger of explosions e.g. mines, oxygen rich environments or areas where flammable anaesthetics are handled.

Dysfunction

Be aware of the possibility that your transmitter may stop working without notice. Keep this in mind when you depend on warning sounds (e.g. when you are in traffic). The transmitter may stop functioning, for instance if the batteries have expired.

Active implants

The transmitter has been thoroughly tested and characterised 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 implantable device for information about the risk of disturbance.

The MultiTool which has a built-in magnet should be kept more than 30 centimetres (1 foot) away from the implant, e.g. do not carry it in your breast pocket.

Follow the guidelines recommended by the manufacturers of implantable defibrillators and pacemakers regarding their use with magnets.

General warnings

X-ray/CT/MR/PET scanning, electrotherapy, and surgery.

Remove your transmitter before X-ray examinations and CT/MR/PET scans, electrotherapy, surgery, etc. as your transmitter may be damaged when exposed to strong electromagnetic fields.

Heat and chemicals

The transmitter must never be exposed to extreme heat, e.g. left inside a parked car in the sun.

The transmitter must not be dried in microwave ovens or other ovens.

The chemicals in cosmetics, hairspray, perfume, aftershave lotion, suntan lotion, and insect repellent can damage the transmitter. Always remove your transmitter before applying such products and allow time to dry before use.

Possible side effects

The transmitter and earpiece may cause an accelerated accumulation of earwax.

The non-allergenic materials used in the transmitter may in rare cases cause a skin irritation or other side effects.

If these conditions occur, seek consultation with a physician.

Interference

The transmitter has been thoroughly tested for interference according to the most stringent international standards.

Electromagnetic interference may occur in the vicinity of equipment with the symbol to the right. Portable and mobile RF (radio frequency) communications equipment can affect the performance of your transmitter. If your transmitter is affected by electromagnetic interference, move away from the source to reduce the interference.

Use of third-party accessories

Only use accessories, transducers, or cables supplied by the manufacturer. Non-original accessories may result in reduced

electromagnetic compatibility (EMC) of your transmitter.

Modification of the transmitter is not allowed

Changes or modifications not expressly approved by the manufacturer will void the user's authority to operate the equipment.

Rechargeable battery

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

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

In case of battery leakage, do not wear or carry your transmitter, as it may cause skin irritation due to acids leaking from the battery.

If your skin has been in contact with the leaked battery acids, use a wet cloth to wipe it off and ensure no acid is left on your skin. If you experience skin irritation, consult your doctor.

For further handling instructions of your transmitter consult your hearing care professional.

The safety of recharging batteries using a USB connector is determined by the external signal source. When connected to external equipment plugged into a power socket, this equipment must comply with IEC 62368-1 or equivalent safety standards.

Detached earpiece in ear canal

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

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. Children may be unable to manage interfering, non-speech sound transmitted to their better ear by the device.

Troubleshooting

Symptom	Possible causes	Solutions
The transmitter's LED light remains turned OFF when the transmitter is placed in the charger	The charger is not turned ON	Verify that the charger's power plug is correctly connected
	The 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 room temperature exceeds +35°C (+95°F), which prolongs the charging time. The charger has stopped charging to protect the battery.	Reinsert the transmitter into the charger. This completes the charging within approximately 15 minutes.
	The transmitter is incorrectly seated in the charger	Check the charging ports for foreign objects
The transmitter's LED light blinks GREEN when the transmitter is placed in the charger	The transmitter has not been in use for a prolonged period of time	Depending on how depleted the battery in the transmitter is, the transmitter automatically resumes normal charging mode after a timeframe of up to 10 minutes. Ensure you leave the transmitter in the charger during this process.
The transmitter's LED light blinks ORANGE when the transmitter is placed in the charger	System error	Contact your hearing care professional

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

Troubleshooting

Symptom	Possible causes	Solutions
No sound from the transmitter	Transmitter is out of power	Charge the transmitter
	Transmitter is turned OFF	Turn transmitter ON
	Receiving hearing aid is turned OFF	Turn hearing aid ON
Beeping	If your transmitter plays eight beeps, four times consecutively, your transmitter needs a microphone service check	Contact your hearing care professional

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

Water & dust resistant (IP68)

Your transmitter is dust tight and protected against ingress of water, which means it is designed to be worn in all daily life situations.

Should your transmitter come into contact with water and stop working, gently wipe off any water and let the transmitter dry.

The water and dust resistance means you do not have to worry about your transmitter getting wet when it rains, or if it comes into contact with sweat.

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

IMPORTANT NOTICE

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

Conditions of 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 for extended periods 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

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.: _____

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 devices. Your hearing care professional may also have issued a warranty that goes beyond the clauses of this international warranty. Please consult him/her 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 can assist you in obtaining warranty service from the manufacturer. Your hearing care professional may charge a fee for their services.

Technical information

The transmitter contains a radio transceiver that uses short-range magnetic induction technology working at 3.84 MHz. The magnetic field strength of the transmitter is very weak and is always below 15 nW (typically below -40 dBμA/m at a distance of 10 metres (-12.20 dBμA/ft at a distance of 33 feet)).

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

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

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 Sheet on www.oticon.global

USA and Canada

This device contains a radio module (DA AU5 MNR R) with the following certification ID numbers:
FCC ID: 2ACAHAU5MRTRC
IC: 11936A-AU5MRTRC

Note:

The device complies with Part 15 of the FCC rules and with Innovation, Science and Economic Development Canada's licence-exempt RSSs standards. 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.

The manufacturer declares that this transmitter is in compliance with the essential requirements and other relevant provisions of Directive 2014/53/EU. Declaration of Conformity is available at the headquarters website www.oticon.global/doc.

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

Declaration of Conformity is available at the headquarters.

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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 used in this booklet	
	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 market.
	IP code Class of protection 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.
	Radio Frequency (RF) transmitter Your hearing aid contains an RF transmitter.

Description of symbols used on the regulatory packaging label	
	Medical Device The device is a medical device.
	Keep dry Indicates a medical device that needs to be protected from moisture.
	Caution symbol Consult instructions for use for warnings and cautions.
	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.
	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.
	RFID Indicates the presence of a passive radio-frequency identification tag incorporated into the device for manufacturing and service purposes.

Sound and LED light indicators

Different sound indicators help to communicate the status of your transmitter. The sounds will be transmitted to your hearing aid.

Volume	Sound
Start-up volume	2 beeps
Minimum / maximum volume	3 beeps
Volume up / down	1 beep







ON/OFF	Sound	LED light
ON		  
OFF	4 descending tones	

Note

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

 Long GREEN blink  Long ORANGE blink

230043UK / 2021.03.09 / v1

Warnings	Sound	LED light	LED light comments
Low battery	3 alternate beeps		
Battery shut down	4 descending tones		
Microphone service check needed	8 beeps repeated 4 times		
The transmitter's LED light does not turn ON when the transmitter is placed in the charger		Turned OFF	See the Trouble-shooting section
The transmitter's LED light blinks ORANGE when the transmitter is placed in the charger		  	Continuously blinking. See the Trouble-shooting section
The transmitter's LED light blinks GREEN when the transmitter is placed in the charger		  	Continuously blinking. See the Troubleshooting section

Note

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

 Short GREEN blink  Long ORANGE blink

230043UK / 2021.03.09 / v1



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