

Milo / Milo^{Plus}

Standard and micro hearing aids

User Guide



PHONAK
life is on

Contents

1. Welcome	5
<hr/>	
2. Important information:	
Please read before operating your hearing aid for the first time	6
Hazard warnings	6
Information on product safety	9
<hr/>	
3. Hearing aid description	11
<hr/>	
4. Step-by-step instructions for using the hearing aid	15
Step 1. Getting to know your hearing aid	15
Step 2. Battery preparation	17
Step 3. Inserting the battery	17
Step 4. Turning on the hearing aid	18
Step 5. Inserting the hearing aid	19
Step 6. Adjusting the volume control behind the ear	25
Step 7. Selecting the hearing program behind the ear	26
<hr/>	

Step 8. Removing the hearing aid	27
Step 9. Turning off the hearing aid	29
Step 10. Changing the battery	30
Step 11. Changing the battery in hearing aid with a secured battery compartment	31
<hr/>	
5. Care and maintenance	38
6. Troubleshooting	34
7. FM systems	44
8. Service and warranty	45
9. Compliance information	46
10. Information and description of symbols	47

This user guide is valid for:

Non wireless models

Milo micro

Milo SP

Milo UP

Milo Plus micro

Milo Plus SP

Milo Plus UP

1. Welcome

Your new hearing aid is a premium Swiss quality product. It was developed by Phonak, one of the world's leading companies in hearing technology. Your hearing aid offers the most modern digital hearing technology currently available on the market.

Please read these user instructions thoroughly in order to benefit from all the possibilities your new hearing aid has to offer. With proper use and care, you will be able to enjoy your hearing aid for many years to come.

If you have any questions, please consult your hearing care professional.

Phonak - life is on

www.phonak.com

CE
0459



2. Important information

Please read the information on the following pages before using your hearing aid.

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

2.1 Hazard warnings

 The intended use of hearing aids is to amplify and transmit sound to the ears and hereby compensate for impaired hearing. The hearing aids (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.

-
- ⚠ Changes or modifications to the hearing aid that were not explicitly approved by Phonak are not permitted. Such changes may damage your ear or the hearing aid.
 - ⚠ Do not use the hearing aids in explosive areas (mines or industrial areas with danger of explosions).
 - ⚠ 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!
 - ⚠ If you feel pain in or behind your ear, if it is inflamed, if skin irritation or accelerated accumulations of ear wax occur, please check with your hearing care professional or physician.

2. Important information

-  In very rare cases, the dome can remain in your ear canal when removing the hearing tube from the ear. In the unlikely case that the dome does get stuck in your ear canal, it is strongly recommended to see a physician for safe removal.
-  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 hearing aid 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.

2.2 Information on product safety

- ① Never immerse your hearing aid in water!
Protect it from excessive moisture. Always remove your hearing aid before showering, bathing, or swimming, as the hearing aid contains sensitive electronic parts.
- ① Protect your hearing aid from heat (never leave it near a window or in the car.) Never use a microwave or other heating devices to dry your hearing aid. Ask your hearing care professional about suitable drying methods.
- ① When you are not using your hearing aid, leave the battery compartment open so that any moisture can evaporate. Make sure that you always completely dry your hearing aid after use. Store the hearing aid in a safe, dry and clean place.
- ① Do not drop your hearing aid! Dropping onto a hard surface can damage your hearing aid.

2. Important information

- ① Always use new batteries for your hearing aid. 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 Remove the battery if you are not using your hearing aid for a long period of time.
- ① X-ray radiation (e. g. CT scans, MRI scans) may adversely affect the correct functioning of your hearing aids. We recommend that you remove them before undergoing X-ray procedures and keep them outside the room.
- ① Do not use your hearing aid in areas where electronic equipment is prohibited.

3. Hearing aid description

The following user instructions describe two hearing aid models: The **standard** hearing aid and the **micro** hearing aid.

The **standard** hearing aid is adapted with a classic earmold. The **micro** hearing aid can be adapted with a variety of earmolds.

On the following pages use the labeled drawings to identify the hearing aid and the earmold that you use.

The following table shows what battery you need for your hearing aid model.

Model	Zinc air battery size (marking on package)	IEC code	ANSI code
micro	13 (orange)	PR48	7000ZD
SP	13 (orange)	PR48	7000ZD
UP	675 (blue)	PR44	7003ZD
Plus micro	13 (orange)	PR48	7000ZD
Plus SP	13 (orange)	PR48	7000ZD
Plus UP	675 (blue)	PR44	7003ZD

3. Hearing aid description

Standard model

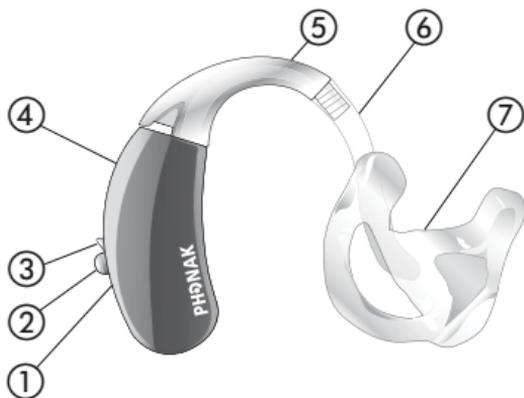
With classic earmold



- ① Right or left indicator (right=red, left=blue)
- ② Wind and Weather Protector for battery compartment
- ③ Battery compartment with ON/OFF switch
- ④ Volume control
- ⑤ Program switch
- ⑥ Microphone input with Wind and Weather Protector
- ⑦ Hook/sound output
- ⑧ Hearing tube
- ⑨ Classic earmold (detachable)

Micro model

Option A: with classic earmold



- ① Right or left indicator (right=red, left=blue), placed in the battery compartment
- ② Program switch
- ③ Battery compartment with ON/OFF switch
- ④ Microphone input with Wind and Weather Protector
- ⑤ Hook/sound output
- ⑥ Hearing tube
- ⑦ Classic earmold (detachable)

3. Hearing aid description

Micro model

Option B: with dome



Option C: with SlimTip



- ⑧ Earmold: Dome (detachable)
- ⑨ Retention
- ⑩ Earmold: SlimTip (detachable)
- ⑪ Removal handle

4. Step-by-step instructions for using the hearing aid

The following chapter provides step-by-step instructions on how to use your hearing aid. Please follow these steps carefully. In the drawings, the parts that are particularly important for each step are shown in green.

Step 1. Getting to know your hearing aid

Take the hearing aid in your hand and try out the hearing aid controls. This will make it easier for you to feel and operate the controls later on when wearing the hearing aid.

4. Using the hearing aid

To increase the volume, press the volume control upwards. To decrease the volume, press the volume control downwards (Fig. 1a) (for standard models only, the micro model does not have a volume control).

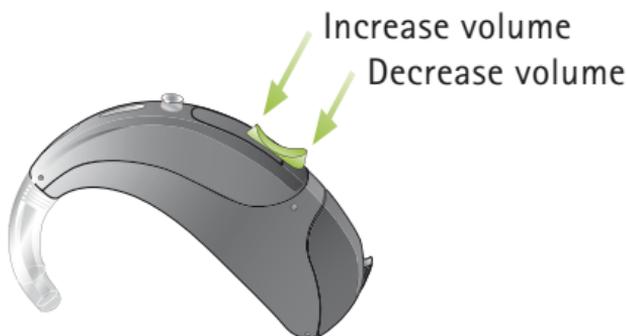


Fig. 1a

In order to change a hearing program, press the program switch displayed (Fig. 1b).



Fig. 1b

Step 2. Battery preparation

Remove the protective foil from the new battery (Fig. 2). Wait for two minutes before inserting to activate the battery.



Fig. 2

Step 3. Inserting the battery

Take the hearing aid in your hand (Fig. 3a) and open the battery door. Insert the battery so that you see the + symbol on the battery (Fig. 3b).



Fig. 3a



Fig. 3b

4. Using the hearing aid

Step 4. Turning on the hearing aid

Switch on the hearing aid by closing the battery compartment (Fig. 4).



Fig. 4

- ① Open and close the battery compartment gently and carefully.
- ① Check if you feel resistance when closing the battery compartment. Check to make sure the battery is correctly inserted and in the correct direction. If the battery is inserted the wrong way, the hearing aid will not work and the battery compartment can be damaged.

The hearing aid is now switched on. It can take up to 15 seconds before it starts.

(When you wear the hearing aid, you will hear an acoustic signal).

Step 5. Inserting the hearing aid

This step shows you how to correctly insert the hearing aid. The instructions apply for both **standard** and **micro** models of hearing aids. The type of earmold determines how the hearing aid is inserted.

- ① Each hearing aid is individually programmed for your right or left ear. For the first step identify right and left so you will be able to insert your hearing aid in the correct ear.

4. Using the hearing aid

Step 5.1 Identifying the hearing aids for the right and left ear

Color indicator:

right = red

left = blue



*Fig. 5a:
Standard hearing aid*



*Fig. 5b:
Micro hearing aid*

Step 5.2 Inserting the hearing aid with individual earmold

Before inserting the earmold, check that the earmold tube is slid over the hearing aid hook correctly. With your right hand, take your earmold for the right ear (red mark on the hearing aid, see step 5.1) between your thumb and forefinger (Fig. 5c).

Take the earmold up to your ear (Fig. 5c). Place the ear canal part of the earmold into your ear canal (see the part circled in green, Fig. 5c). Next place the hearing aid behind your ear (Fig. 5d). Then insert the upper part of the earmold into the upper part of the bowl of your ear (Fig. 5e).

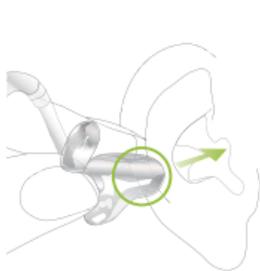


Fig. 5c



Fig. 5d



Fig. 5e

4. Using the hearing aid

If you have problems inserting the hearing aid, use your other hand to gently pull your earlobe downwards. This opens the ear canal a little more and you can rotate the earmold until it fits correctly.

Check the fit by running your finger over the bowl of the ear. You know it fits correctly if, when doing so, you feel the contour of the bowl of the ear and not the hearing aid (Fig. 5f). In the beginning, please use a mirror to check.



Fig. 5f

You have now successfully inserted the right hearing aid. Now insert your left hearing aid in the same way (marked in blue, see step 5.1).

Step 5.3 Inserting the hearing aid with a dome

Before inserting the dome, check that it is correctly attached to the tube (dome length is completely slid over the tube). With your right hand, place the right hearing aid (red mark on the hearing aid, see step 5.1) behind your right ear (Fig. 5g). Place the hearing tube between your thumb and forefinger. Insert the dome deep enough into the ear canal so that the hearing tube lies flat on your ear (Fig. 5h). If your hearing aid has a retention cord, then press it into the bowl of the ear in order to retain the dome in the ear canal (Fig. 5i).



Fig. 5g

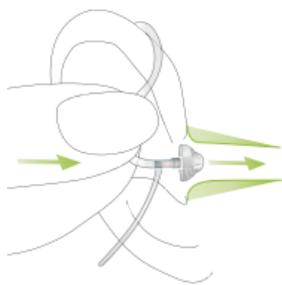


Fig. 5h

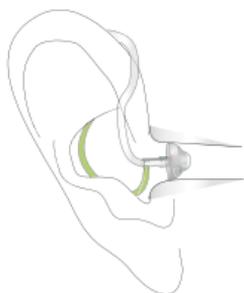


Fig. 5i

4. Using the hearing aid

If you have problems inserting the hearing aid, use your other hand to gently pull your earlobe downwards. This opens the ear canal a little more and you can rotate the dome until it fits correctly.

You have now successfully inserted the right hearing aid. Now insert your left hearing aid in the same way (marked in blue, see step 5.1).

Step 5.4 Inserting the hearing aid with a **SlimTip**

Follow the instructions in Step 5.3, as this procedure is identical.

Step 6. Adjusting the volume control behind the ear

To increase the volume (only possible for **standard** models, the **micro** models do not have a volume control), press the volume control upwards. To decrease it, press the volume control downwards using your forefinger. Use your thumb to lightly support the hearing aid (Fig. 6).



4. Using the hearing aid

Step 7. Selecting the hearing program behind the ear

In order to select or change a hearing program with the **standard** hearing aid, press the program switch displayed in (Fig. 7a). For **micro** hearing aids, press the program switch displayed in (Fig. 7b).



Fig. 7a: Standard model

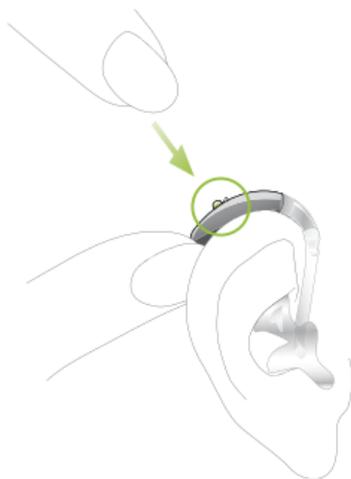


Fig. 7b: Micro model

If you press it again, you change to the next program.
A signal indicates the change.

A signal tone can only be easily heard if you have turned on the hearing aid and you are wearing it correctly behind the ear.

Step 8. Removing the hearing aid

Step 8.1 Removing the hearing aid with classic earmold

Take the hearing aid behind your ear (do not touch the tube!) and lift it above the upper part of your ear and then gently let go (Fig. 8a).



Fig. 8a

Use your thumb and forefinger to grasp the earmold in your ear (not the tube!) and gently remove it from your ear (Fig. 8b).



Fig. 8b

4. Using the hearing aid

Step 8.2 Removing the hearing aid with a dome

Grasp the hearing aid by the hearing tube and carefully remove it from your ear (Fig. 8c).

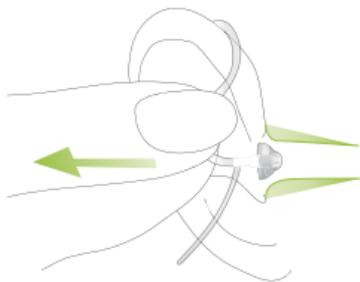


Fig. 8c

⚠ In very rare cases, the dome can remain in your ear canal when removing the hearing tube from the ear. In the unlikely case that the dome does get stuck in your ear canal, it is strongly recommended to see a physician for safe removal.

Step 8.3 Removing the hearing aid with SlimTip

Follow the instructions in Step 8.2, as this procedure is identical.

Step 9. Turning off the hearing aid

You can turn off your hearing aid by opening the battery compartment (Fig. 9a/9b).



Fig. 9a: Standard model



Fig. 9b: Micro model

4. Using the hearing aid

Step 10. Changing the battery

Your hearing aid will indicate with a double beep, that the battery soon needs to be changed. You typically have up to 30 minutes to change the battery, however this can differ and might be considerably shorter. We recommend that you always keep a spare battery on hand.

Step 11. Changing the battery in hearing aids with a secured battery compartment

These hearing aid models can be fitted with a secured battery compartment if needed for safety reasons. The **UltraPower** and **SuperPower** hearing aid use the same type of secured battery compartment as described in Step 11.1, the **micro** hearing aid uses a different type as described in Step 11.2.

Step 11.1 Changing the battery in an UltraPower or SuperPower model with secured battery compartment

Open the battery compartment by inserting a pen tip into the notch shown (*Fig. 11a*). Push the latch upwards (*Fig. 11b*). The battery compartment can now be opened.

4. Using the hearing aid

ⓘ Do not lift the latch above 90°.



Fig. 11a

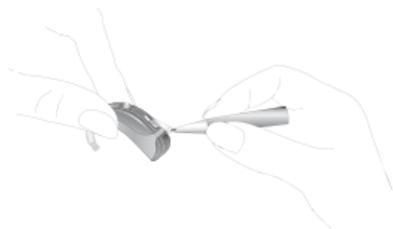


Fig. 11b

Use your thumb and forefinger and pull the battery compartment to open it up (*Fig. 11c*).



Fig. 11c

Pull the white tab with your fingernail (*Fig. 11d*) and push it in an upward direction (*Fig. 11e*). The battery can only be inserted when the tab is in upwards position (*Fig. 11e*).



Fig. 11d



Fig. 11e

The old battery can now be replaced by a new one (*Fig. 11f*).



Fig. 11f

4. Using the hearing aid

Push the white tab down over the battery (*Fig. 11g*) so that it lies tight over the battery. Lock the battery by pushing the white tab towards the hearing aid with your finger (*Fig. 11h*). Before you close the battery compartment, check that the white tab is locked in position and the battery is secured.



Fig. 11g



Fig. 11h

"click"

Switch on the hearing aid by closing the battery compartment (*Fig. 11i*).

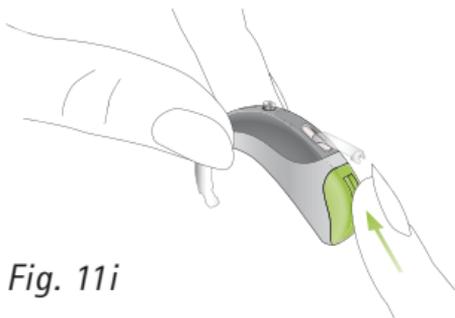


Fig. 11i

Secure the battery compartment by pushing the latch over the battery compartment (*Fig. 11j*) until it snaps into place (*Fig. 11k*). Check that the battery compartment is now secured.

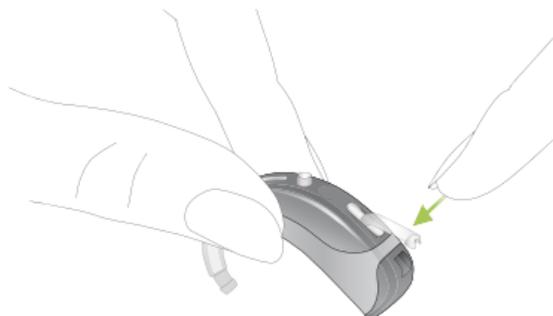


Fig. 11j

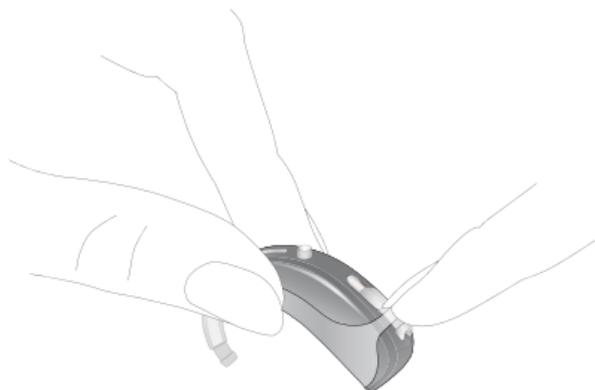


Fig. 11k

4. Using the hearing aid

Step 11.2 Changing the battery in a micro model with a secured battery compartment

After you have opened the battery compartment, pull the plastic tab on top of the battery back until you feel it engage (*Fig. 11l*). Afterwards, press the tab up (*Fig. 11m*).

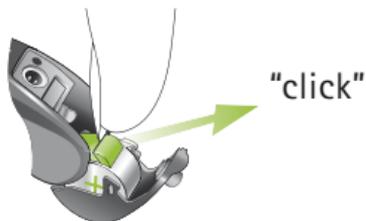


Fig. 11l



Fig. 11m

The old battery can now be replaced and a new one inserted (*Fig. 11n*).

- ① Place the plastic tab back over the battery and secure it before closing the battery compartment (*Fig. 11o–11p*).



Fig. 11n



Fig. 11o



Fig. 11p

5. Care and maintenance

Diligent and routine care of your hearing aid contributes to outstanding performance and a long service life.

Please use the following specifications as a guideline:

General information

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

Never wash or clean the Wind and Weather Protector (see chapter 3). Doing so could cause it to lose its special acoustic features. Try to avoid touching this protection, e. g. when inserting or operating the hearing aid.

Daily

Inspect the earmold (dome or SlimTip) and tube for earwax and moisture deposits. Clean the surfaces with a lint-free cloth. Never use cleaning agents such as household detergents, soap, etc. for cleaning your hearing aid. It is not recommended to rinse these parts with water, risk for lodging in the tube. If you need to clean your hearing aid intensively, ask your hearing care professional for advice and information on filters or drying capsules.

Weekly

Clean the earmold (dome or SlimTip) with a soft, damp cloth or with a special cleaning cloth for hearing aids. For more in depth maintenance instructions or for more than basic cleaning, please see your hearing care professional.

Monthly

Inspect your hearing tube for color changes, hardening, or cracks. In the case of such changes, the hearing tube has to be replaced. Please see your hearing care professional.

6. Troubleshooting

Hearing aids sound softer than usual / no sound

First check whether you can adjust and make the sound louder with the volume control. Then check the hearing tube and earmold for earwax residue and clean if necessary. Check whether the battery is correctly inserted and properly fitted, adjust the fit if necessary. If there is no improvement, change the battery. If the problem persists, contact your hearing care professional.

Battery discharges too quickly

Insert a new battery and make note of exactly how long it lasts. Contact your hearing care professional with this information, they will be able to help and advise you.

Crackling or buzzing noises

Check the hearing tube and earmold for earwax residue. Check the hearing tube for damage (color changes, hardening, or cracks) and contact your hearing care professional if necessary for replacement.

Whistling

Check whether the earmold is correctly and firmly fitted. If this is the case, but the problem persists, please consult with your hearing care professional.

Pain or inflammation in your ear

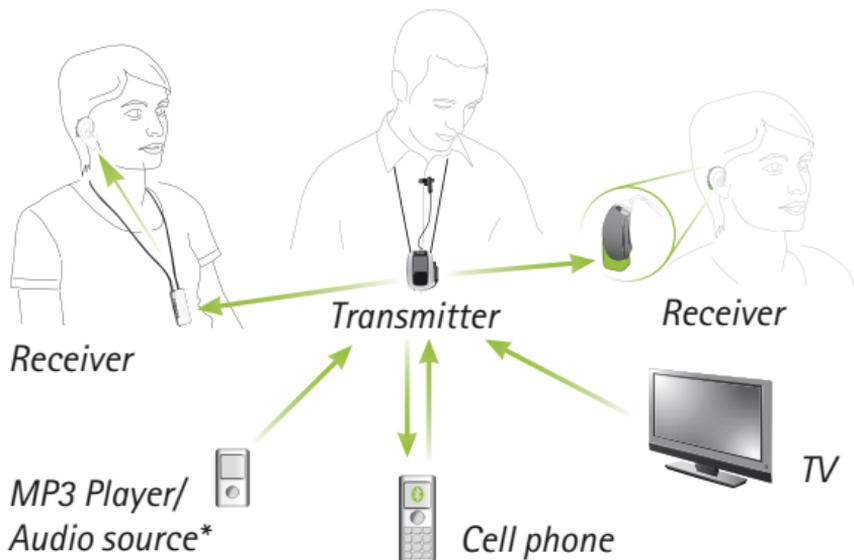
Remove the hearing aid and consult with your hearing care professional. If the problem is serious, please contact your physician.

7. FM systems

FM systems are wireless communication systems, consisting of a transmitter and a receiver. For more information, please visit www.phonak.com or ask your hearing care professional. If you already have an FM system and need additional information, please consult the relevant user instructions.

Transmitter: placed close to the speaker or connected to the sound source (Cell phone, TV etc.), transmitting the sound over distance to the receiver directly without disruptive background noises.

Receiver: worn by the listener (neckloop) or connected directly to the Behind-The-Ear hearing aids.



* Non wireless audio sources can be connected by wiring directly to the transmitter.

8. Service and warranty

8.1 Local warranty

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

8.2 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 hearing aid itself, but not accessories such as batteries, tubes, earmolds, 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.

8.3 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):

Serial number (right side):

Date of purchase:

Authorized hearing care
Professional
(stamp/signature):

9. 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. 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 (Phonak worldwide locations).

Australia:

Supplier Code Number  15398

New Zealand:

Supplier Code Number Z1285

10. 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. 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 BF of EN 60601-1. The surface of the hearing aid is specified as an applied part of Type BF.

10. Information and description of symbols



EMC and Radio communications compliance label Australia.



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.

Transport and storage conditions

Temperature: -20° to $+60^{\circ}$ Celsius
(-4° to $+140^{\circ}$ Fahrenheit)

Humidity transportation: Up to 90%
(non condensing)

Humidity storage: 0% to 70%, if not
in use. See instruction in chapter 2.2
regarding drying the hearing aid
after use.

Atmospheric pressure:
200 hPa to 1500 hPa



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



Manufacturer:

Phonak AG

Laubisrütistrasse 28

CH-8712 Stäfa

Switzerland

EU Representative:

Phonak GmbH

D-70736 Fellbach-Oeffingen

Germany

www.phonak.com



0459



029-0352-02/V3.00/2013-08/A+W/FO Printed in Switzerland
© Phonak AG All rights reserved