

Milo<sup>Plus</sup>

# In-the-ear hearing aid

User Guide



**PHONAK**  
life is on

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This user guide is valid for:

<b>Non wireless models</b>	<b>CE mark applied</b>
Milo Plus CIC/MC	2009
Milo Plus ITC/HS dAZ	2009
Milo Plus FS dAZ	2009
Milo Plus FS P dAZ	2009

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# 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.

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




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## 2. Important safety 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.
  - ⚠ 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.
  - ⚠ 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.

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## 2. Important safety information

- ⚠ External devices may only be connected if they have been tested in accordance with corresponding IECXXXXX standards. Only use accessories approved by Phonak AG, to avoid any electrical shock.
  
- ⚠ The following is only applicable for persons with active implantable medical devices (i.e. pacemakers, defibrillators, etc.):
  - Keep the wireless hearing aid at least 15 cm (6 inches) away from the active implant. If you experience any interference, do not use the wireless hearing aids and contact the manufacturer of the active implant.  
Please, note that interference can also be caused by power lines, electrostatic discharge, airport metal detectors etc.
  - Keep magnets (i.e. battery handling tool, EasyPhone magnet, etc.) at least 15 cm (6 inches) away from the active implant.
  - You are not permitted to use wireless accessories for your hearing aids. Ask your hearing care professional for details.



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## 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 the 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.

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## 2. Important safety information

- ① Always use new batteries for your hearing aid. 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 Special medical or dental examination including radiation described below, may adversely affect the correct functioning of your hearing aids. Remove and keep them outside the examination room/area before undergoing:
  - Medical or dental examination with X-ray (also CT scan)
  - Medical examinations with MRI/NMRI scans, generating magnetic fieldsHearing aids don't need to be removed when passing security gates (airports etc.). If X-ray is used at all, it will be in very low doses, and will not affect the hearing aids.
- ① Do not use your hearing aid in areas where electronic equipment is prohibited.

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## 3. Hearing aid description

The following user instructions describe three hearing aid models: CIC/MC models that sit deep in the ear canal, ITC/HS models that are situated in the ear canal or in the bowl of the ear, and FS models that are situated only in the bowl of the ear.

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

Please note: specific functions described on the following pages may not be included in your model because some model features are optional.

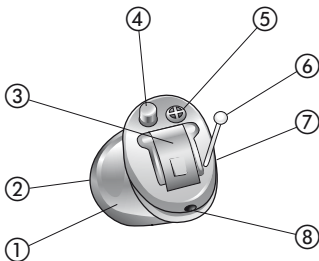
The following table shows what battery you need for your hearing aid model.

Model	Zinc air battery size (marking on package)	IEC code	ANSI code
CIC/MC	10 (yellow)	PR70	7005ZD
ITC/HS dAZ	312 (brown)	PR41	7002ZD
FS dAZ	13 (orange)	PR48	7000ZD
FS P dAZ	13 (orange)	PR48	7000ZD

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### 3. Hearing aid description

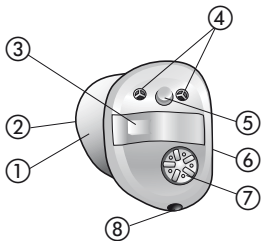
#### CIC/MC-model



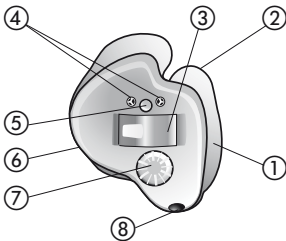
- ① Custom made shell
- ② Receiver (sound outlet) and wax protection system
- ③ Battery compartment with ON/OFF switch
- ④ Program switch (optional)\*
- ⑤ Protected microphone inlet
- ⑥ Removal handle (CIC/MC)
- ⑦ Right or left indicator (right=red, left=blue)
- ⑧ Vent

\* A volume control is also optional; it is not shown here.

## ITC/HS-model



## FS-model



- ① Custom made shell
- ② Receiver (sound outlet) and wax protection system
- ③ Battery compartment with ON/OFF switch
- ④ Protected microphone inlet
- ⑤ Program switch (optional)
- ⑥ Right or left indicator (right=red, left=blue)
- ⑦ Volume control (optional)
- ⑧ Vent

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## 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 for and operate the controls later on when wearing the hearing aid.

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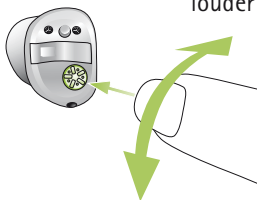
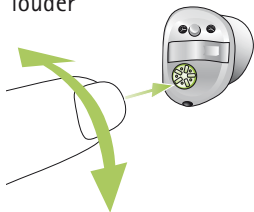
Turn the volume control to change the volume (Fig 1a).

left ear

right ear

louder

louder



softer

softer

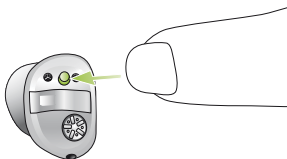
*Fig. 1a*

The direction you have to turn the volume control when wearing the hearing aid in the ear is shown in step 6 in this section.

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#### 4. Using the hearing aid

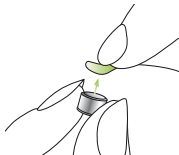
In order to change a hearing program, press the program switch displayed (Fig. 1b).



*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.



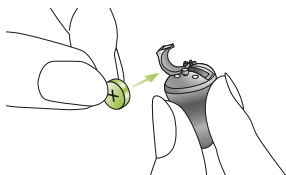
*Fig. 2*



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### 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*

### Step 4. Turning on the hearing aid

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



*Fig. 4*

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#### 4. Using the hearing aid

- 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).

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## Step 5. Inserting the hearing aid

This step shows you how to correctly insert the hearing aid.

- i 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.

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

The color mark is located on the shell (model text is printed in red or blue):

right = red

left = blue



*Fig. 5a*

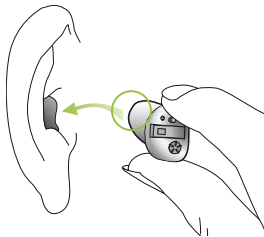
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## 4. Using the hearing aid

### Step 5.2 Inserting the hearing aid (all models)

With your right hand, take your hearing aid for the right ear (red mark on the hearing aid, see step 5.1) between your thumb and forefinger (Fig. 5b).

Insert the tip of the hearing aid into the ear canal (see the part circled in green in Fig. 5b). Carefully pull on your earlobe and push the hearing aid into the correct position. Ensure that it is positioned securely. In the beginning, please use a mirror to check.



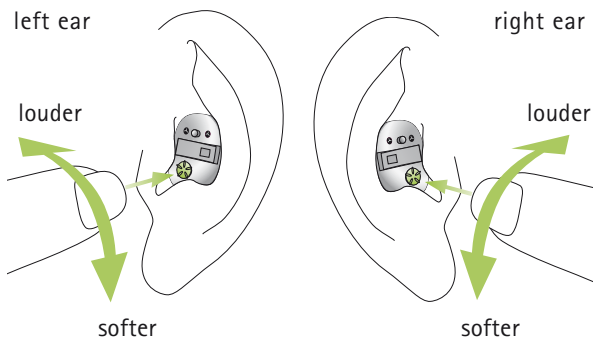
*Fig. 5b*

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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 6. Adjusting the volume control in the ear

To increase the volume (possible only on models with an optional volume control), turn the volume control forward. To decrease it, turn the volume control backward using your forefinger (Fig. 6).



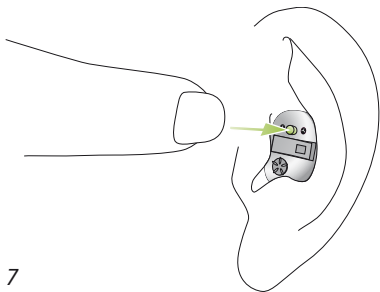
*Fig. 6*

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## 4. Using the hearing aid

### Step 7. Selecting the hearing program in the ear

To change a hearing program (possible only in models with an optional program switch), press the program switch shown (Fig. 7).



*Fig. 7*

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 in the ear.

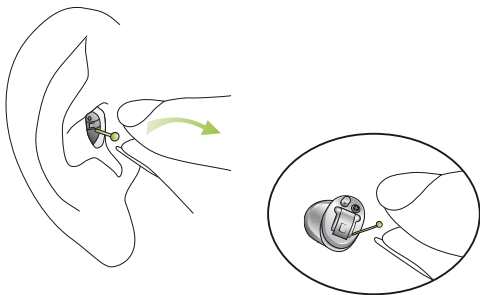
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## Step 8. Removing the hearing aid

The following steps describe how to easily remove the hearing aid either with or without the removal line.

### Step 8.1 Removing the hearing aid with a removal handle

Hold the removal handle between the thumb and index finger, and carefully pull the hearing aid up and out of the ear (Fig. 8a).

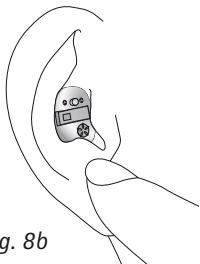


*Fig. 8a*

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## 4. Using the hearing aid

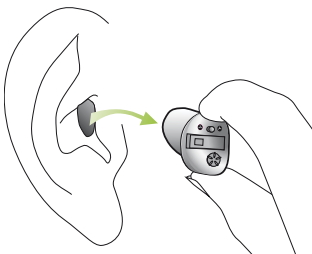
### Step 8.2 Removing the hearing aid without a removal handle



*Fig. 8b*

Put your thumb behind your lobe (directly behind the hard cartilage, Fig. 8b) and gently press your ear upward to push the hearing aid out of the canal. In order to help it along, make chewing movements with your jaw.

Grasp the protruding hearing aid and remove it (Fig. 8c).



*Fig. 8c*



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## Step 9. Turning off the hearing aid

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



*Fig. 9*

## 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.

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## 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.

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## Daily

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

If your hearing aid is performing weakly or fails to operate, clean or replace the wax guard system. If your hearing aid fails to operate after you have correctly cleaned or replaced your wax protection system and inserted new batteries, contact your hearing care professional for advice.

## Weekly

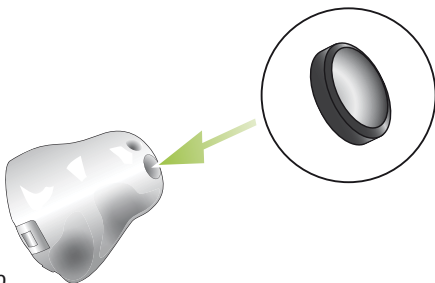
For more in depth maintenance instructions or for more than basic cleaning, please see your hearing care professional.

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## 5. Care and maintenance

### Wax protection

SmartGuard (Fig. 10) is a unique wax protection system developed by Phonak. The unique membrane design completely protects your hearing aid from wax and moisture.



*Fig. 10*

Cerustop wax guards are also commonly used as an alternative protection system. Your hearing care professional will provide you with detailed information on the use of the wax protection system on your hearing aid. Please ask your hearing care professional for further information.

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## 6. Troubleshooting

### **Hearing aids sound softer than usual / no sound**

Clean the wax protection system or replace it. 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 for residue due to ear wax. Then try a new battery. If the problem persists, contact your hearing care professional.

---

## 6. Troubleshooting

### **Whistling**

Check whether the hearing aid 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.

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## 7. FM systems

Note: Only available with Telecoil option in combination with MyLink+.

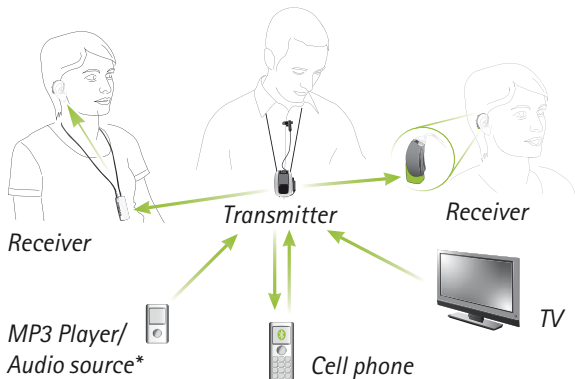
FM systems are wireless communication systems, consisting of a transmitter and a receiver. For more information, please visit [www.phonak.com](http://www.phonak.com) or ask your hearing care professional. If you already have an FM system and need additional information, please consult the relevant user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

---

## 7. FM Systems

**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 hearing aid (behind the ear aids).



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



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## 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.

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## 8. Service and warranty

### 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):

\_\_\_\_\_

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## 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](http://www.phonak.com) (Phonak worldwide locations).

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Australia:

Supplier Code Number



15398

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New Zealand:

Supplier Code Number

Z1285

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## 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.



EMC and Radio communications compliance label Australia.

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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.

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## 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.

---

## 10. Information and description of symbols

### Transport and storage conditions

Temperature: -20° to +60° Celsius  
(-4° to + 140° 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 aids, 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.



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