Phonak Dalia

Behind-the-Ear hearing aids

User Guide

PHONAK life is on

Contents

1.	**Welcome**	**5**
2.	**Important safety information: Please read before operating your hearing aid for the first time**	**6**
	Hazard warnings	6
	Information on product safety	9
3.	**Hearing aid description**	**12**
4.	**Step-by-step instructions for using the hearing aid**	**19**
	Step 1. Getting to know your hearing aid	19
	Step 2. Battery preparation	22
	Step 3. Inserting the battery	22
	Step 4. Turning on the hearing aid	23
	Step 5. Inserting the hearing aid	24
	Step 6. Adjusting the volume control behind the ear	30
	Step 7. Selecting the hearing program behind the ear	31

Step 8.	Removing the hearing aid	32
Step 9.	Turning off the hearing aid	34
Step 10.	Changing the battery	35
Step 11.	Changing the battery in hearing aids with a secured battery compartment	35
5.	**Care and maintenance**	**38**
6.	**Troubleshooting**	**41**
7.	**FM systems**	**43**
8.	**Service and warranty**	**44**
9.	**Compliance information**	**45**
10.	**Information and explanation of symbols**	**46**

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-us.com

CE 0459

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.

⚠ 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 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.

⚠ 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.

2. Important safety information

⚠ 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. 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.

2.2 Information on product safety

ⓘ 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.

ⓘ Do not drop your hearing aid! Dropping onto a hard surface can damage your hearing aid.

ⓘ Always use new batteries for your hearing aid. You can return used batteries to your hearing care professional.

ⓘ Remove the battery if you are not using your hearing aid for a long period of time.

ⓘ 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.

2. Important safety information

ⓘ Do not use your hearing aid in areas where electronic equipment is prohibited.

ⓘ For your microM, microP and SP hearing aid only: 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.

ⓘ For your M H2O hearing aid only:
Your hearing aid is resistant to water, sweat and dust under the conditions listed in chapter 5. After exposure to any of these elements the hearing aid must be rinsed in fresh water and dried, as the hearing aid contains sensitive electronic parts.
If the hearing aid stops after contact with water, rinse the hearing aid with fresh water and dry it with a soft cloth or tissue. Open the battery compartment, allow the hearing aid to dry and replace the battery.
Should any water be present in the hearing tube, remove it from the hearing aid, tap it gently to disperse the water and re-attach it to the hearing aid.
If the problem persists, contact your hearing care professional.

3. Hearing aid description

The following user instructions describe different hearing aid models: **microM, M H2O, microP** and **SP** hearing aids.

The different hearing aids 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.

Your hearing aids require the following battery sizes:
microM - Size 312
M H2O - Size 13
microP - Size 13
SP - Size 13

microP and SP models

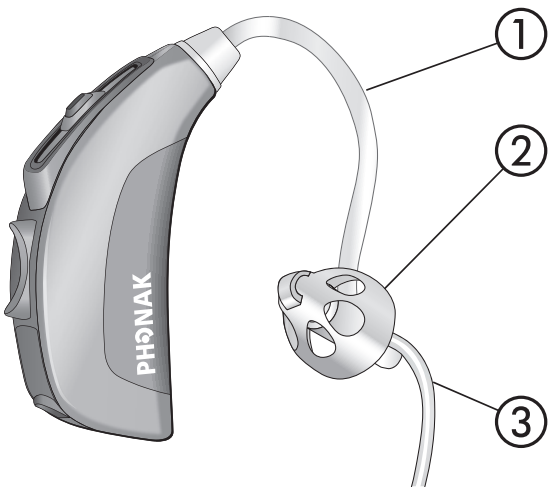
Option A: with classic earmold

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

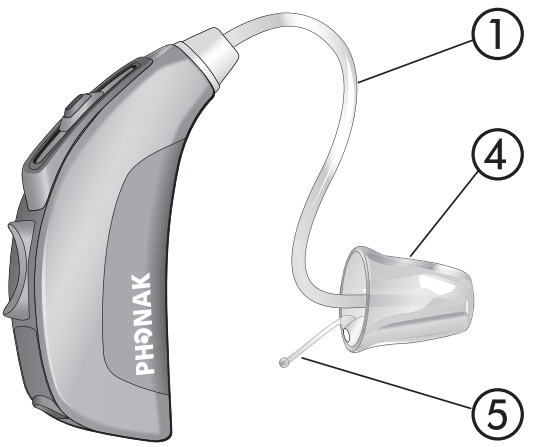
3. Hearing aid description

microP and SP models

Option B: with dome



Option C: with SlimTip



① Hearing tube
② Earmold: Dome
③ Retention
④ Earmold: SlimTip
⑤ Removal handle

microM model

Option A: with classic earmold

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

3. Hearing aid description

microM model

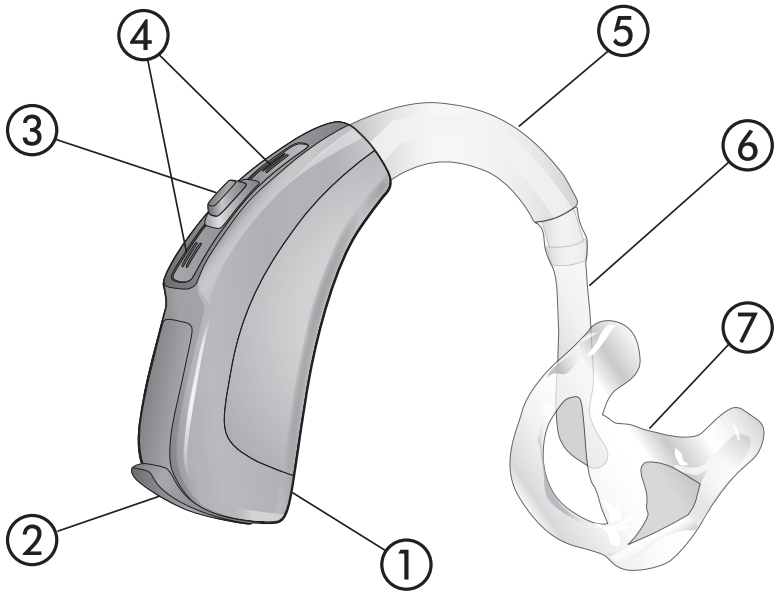
Option B: with dome

Option C: with SlimTip

① Hearing tube
② Earmold: Dome
③ Retention
④ Earmold: SlimTip
⑤ Removal handle

M H2O model

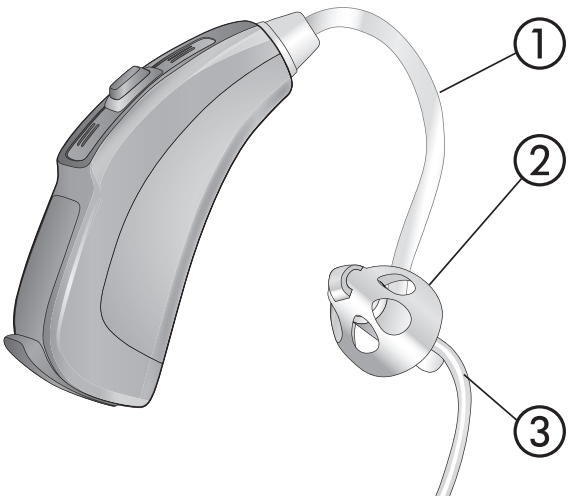
Option A: with classic earmold



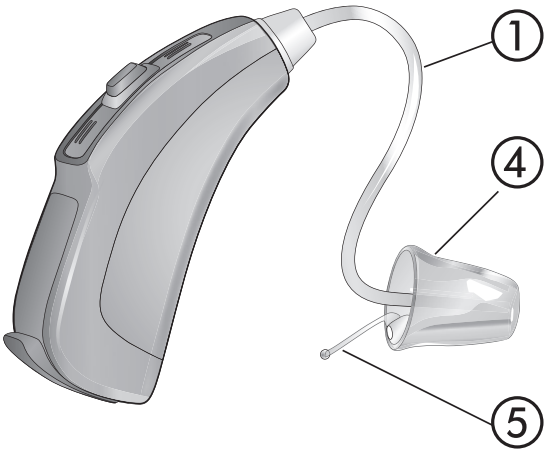
① Right or left indicator (right=red, left=blue)
② Battery compartment with ON/OFF switch
③ Push button
④ Microphone input
⑤ Hook/sound output
⑥ Hearing tube
⑦ Classic earmold

M H2O model

Option B: with dome



Option C: with SlimTip



① Hearing tube
② Earmold: Dome
③ Retention
④ Earmold: SlimTip
⑤ 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.

microP and SP models

To increase the volume, press the volume control upwards. To decrease the volume, press the volume control downwards *(Fig. 1a)*.

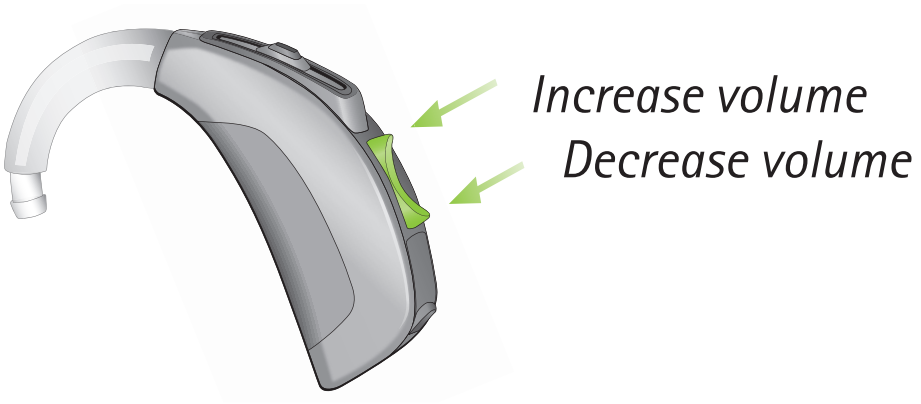


Fig. 1a

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

Fig. 1b

microM and M H2O models

microM and M H2O models do not have a volume control.

In order to change a hearing program, press the button displayed *(Fig. 1c)*.

Fig. 1c

Step 2. Battery preparation

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

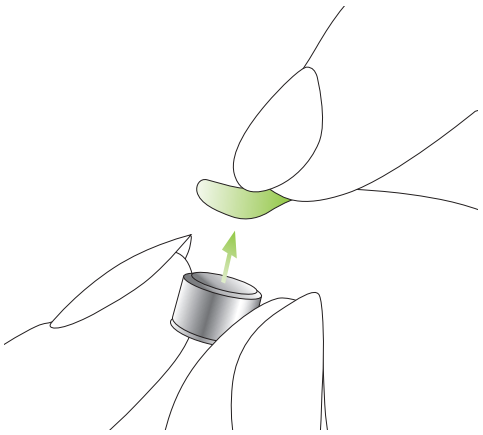


Fig. 2

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)*.

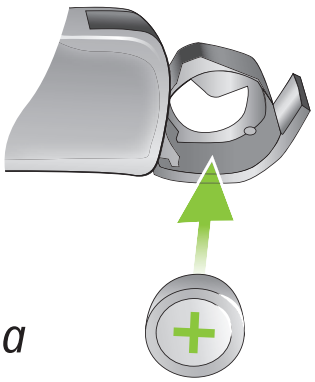


Fig. 3a

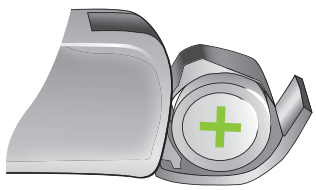


Fig. 3b

Step 4. Turning on the hearing aid

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

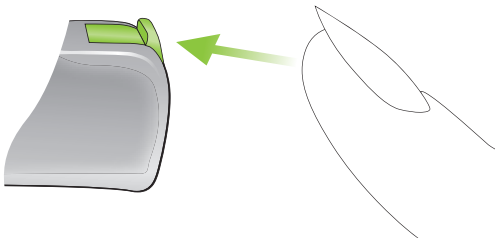


Fig. 4

ⓘ **Open and close the battery compartment gently and carefully.**

ⓘ **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 all hearing aid models. The type of earmold determines how the hearing aid is inserted.

ⓘ **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 aid for the right and left ear

Color indicator:
right = red
left = blue

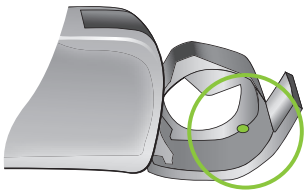


Fig. 5a: microM, microP and SP models

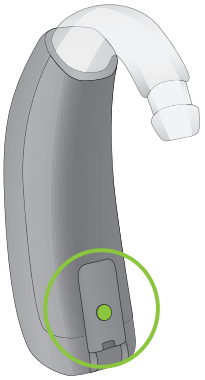


Fig. 5b: M H2O models

Step 5.2 Inserting the hearing aid with classic earmold

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)*.

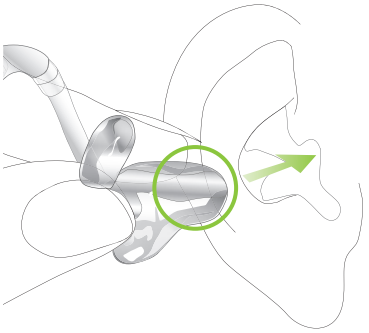


Fig. 5c

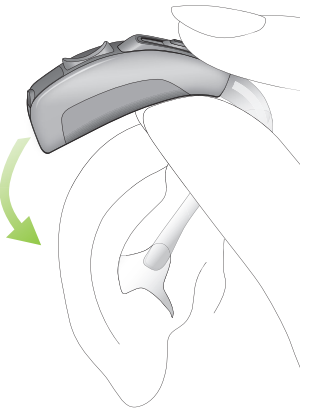


Fig. 5d

Fig. 5e

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

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

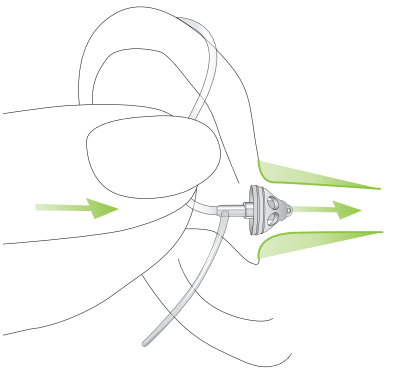


Fig. 5h

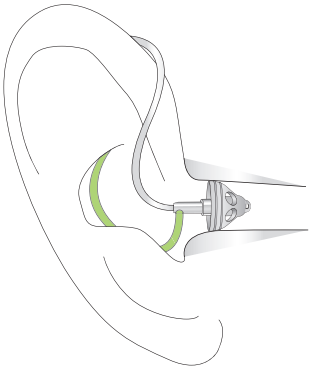


Fig. 5i

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 on a microP or SP model 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. 6a)*.

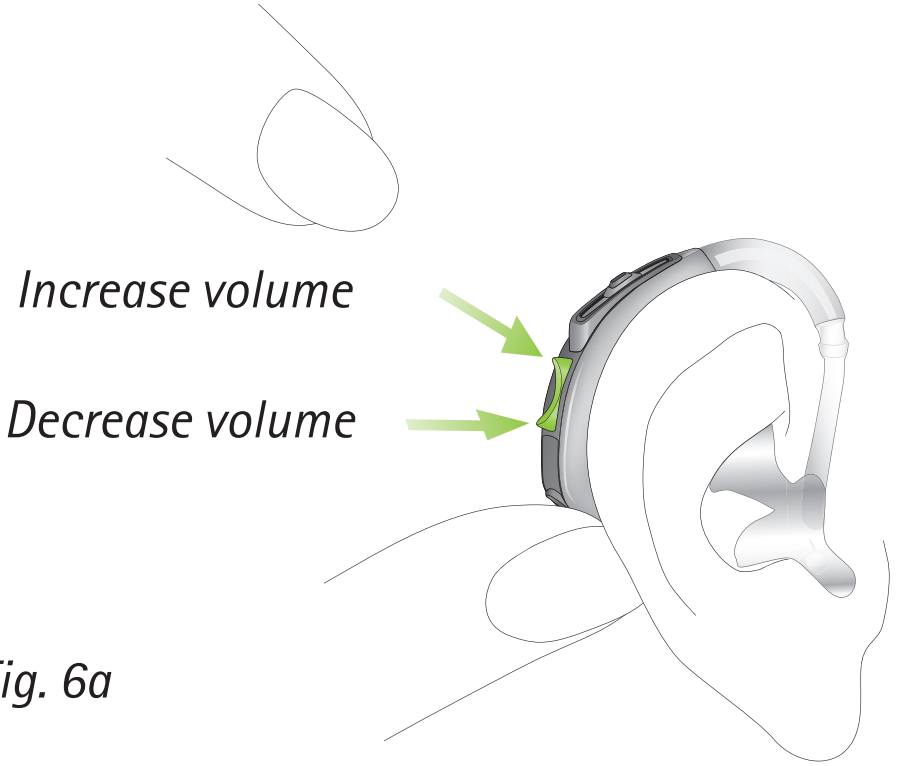


Fig. 6a

microM and M H20 models have a single push button that functions as a hearing program selector.

Step 7. Selecting the hearing program behind the ear

In order to select or change a hearing program with a microP or SP hearing aid, press the program button displayed *(Fig. 7a)*. For a microM or M H2O hearing aid press the program button displayed *(Fig. 7b)*.

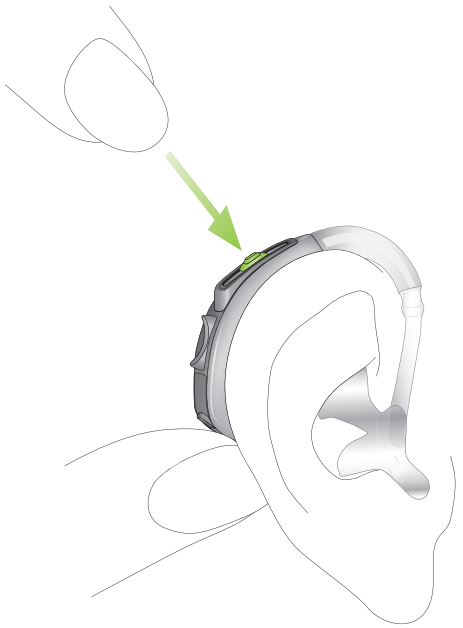


Fig. 7a: microP and SP models

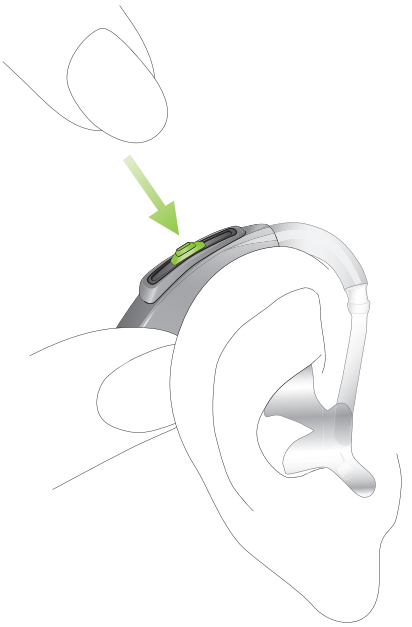


Fig. 7b: microM and M H2O models

If you press it again, you change to the next program. A signal indicates the change.
A signal tone can only be heard if you have turned on the hearing aids 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)*.

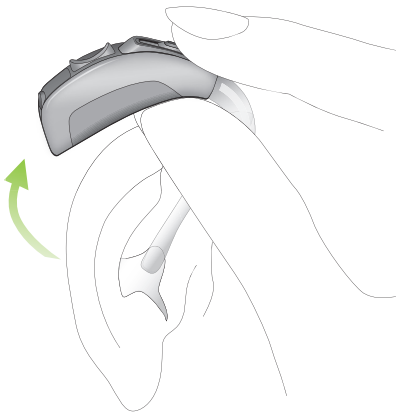


Fig. 8a

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

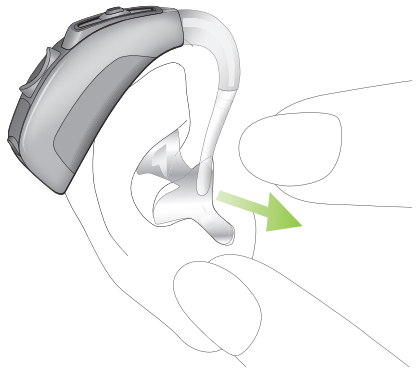


Fig. 8b

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)*.

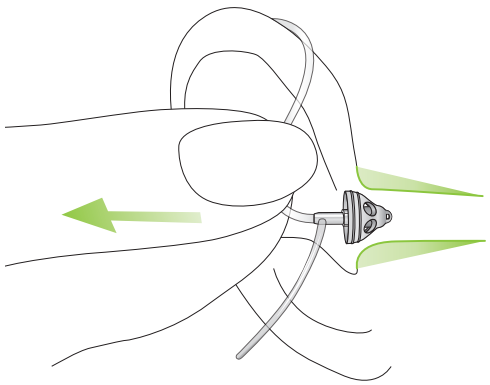


Fig. 8c

⚠ **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. 9)*.

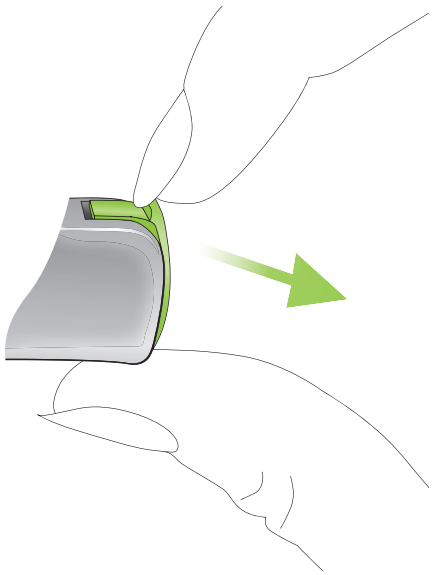


Fig. 9

Step 10. Changing the battery

Before the battery is completely empty, your hearing aid will indicate to you that the battery soon needs to be changed with an acoustic signal. Once this happens, you have about 30 minutes (in some cases longer) to change the battery. The battery warning signal is repeated every half hour. We recommend that you always keep a spare battery on hand.

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

The microM, M H2O, microP and SP models have the option to be fitted with a tamper proof battery compartment if needed for safety reasons.

For microM, microP and SP models only:

After you have opened the battery compartment, pull the green plastic tab with the support of a pen back until the battery is free to take out *(Fig. 11a-b)*.

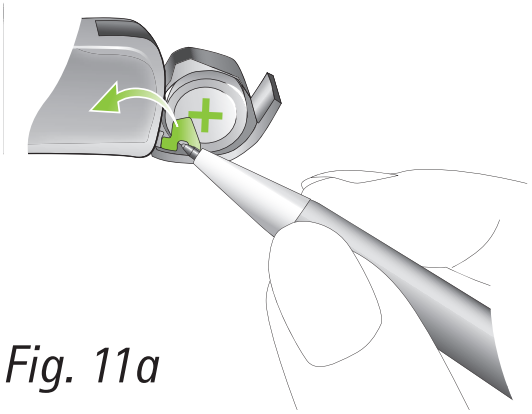


Fig. 11a

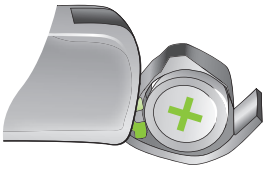


Fig. 11b

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

Just close the battery compartment and the battery will automatically be secured *(Fig. 11d)***.**

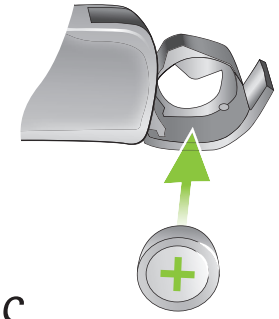


Fig. 11c

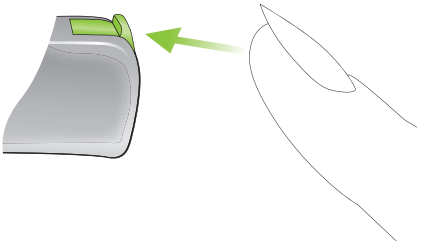


Fig. 11d

For M H2O models only:

After you have opened the battery compartment, push the battery out of the battery compartment with the support of a pen back *(Fig. 11e)*. Insert the new battery so that you see the + symbol on the battery *(Fig. 11f)*. Before you close the battery compartment, check that the battery is in position and beneath the plastic tab. *(Fig. 11g)*.

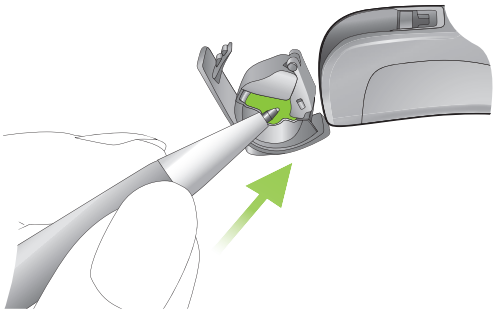


Fig. 11e

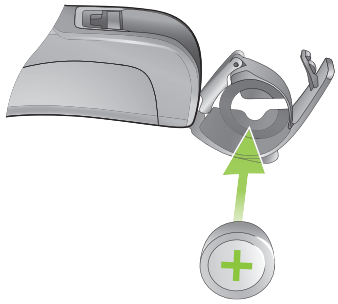


Fig. 11f

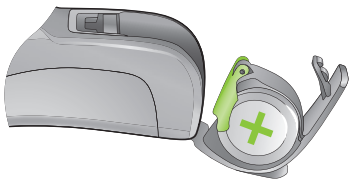


Fig. 11g

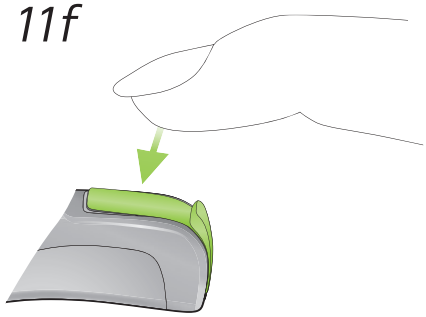


Fig. 11h

Close the battery compartment. The battery is now locked in position and secured *(Fig. 11h)*.

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.

For microM, microP and SP only:
Never wash or clean the Wind and Weather Protector (see chapter 3). Doing so could cause it to lose its special acoustic features.

For M H2O only:
M H2O is WaterResistant!
M H2O hearing aids are resistant to water (including temporary immersion), sweat and dust under the following conditions:

- The battery door is fully closed. Ensure that no foreign object such as hair is caught in the battery door when it is closed.

- After exposure to water, sweat or dust, the hearing aid is rinsed in fresh water and dried.
- The hearing aid is used and maintained as described in this user guide.

ⓘ M H2O hearing aids modified with either the design-integrated FM receiver or tamperproof battery door are also WaterResistant.

ⓘ M H2O hearing aids modified with a battery compartment allowing use of an audio shoe and universal FM receiver, are **no longer** WaterResistant.

ⓘ Always remove your hearing aid before diving, snorkeling, waterskiing or other activities where it could be immersed for an extended period of time or subject to excessive force.

ⓘ Use of your hearing aid in and around water can restrict air flow to the batteries causing it to stop working.

5. Care and maintenance

Daily

Inspect the earmold 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. 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 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.

6. Troubleshooting

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 radio transmitter and a radio receiver. The transmitter is placed close to the sound source (e.g. TV/Radio/lectern). The sound is transmitted clearly and directly to the hearing aid in the form of radio signals – without disruptive background noises or echoes.

Phonak is a leader in FM communication. In order to take advantage of the benefits of these high-tech radio systems, consult with your hearing care professional.

If you already have an FM system and need additional information on using this system, please consult the relevant user instructions on the FM transmitter or the FM receiver.

For more information, please visit www.phonak-us.com, or ask your hearing care professional.

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

Declaration of Conformity

Hereby Phonak AG declares that this Phonak product meets the requirements of the Medical Devices Directive 93/42/EEC as well as the Radio and Telecommunications Terminal Equipment Directive 1999/5/EC. The full text of the Declaration of Conformity can be obtained from the manufacturer.

Important information: Hearing aid usage with cell phones

Some hearing aid users have reported a buzzing sound in their hearing aids when they are using cell phones. Please note that the performance of individual hearing aids may vary with individual cell phones. Therefore, please try the hearing aid with your cell phone or, if you are purchasing a new phone, be sure to try it with your hearing aid prior to purchase. For additional guidance, please ask your hearing healthcare professional for the booklet entitled "Hearing Aid Compatibility with Digital Wireless Cell Phones."

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

10. Information and explanation 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 B of EN 60601-1. The surface of the hearing aid is specified as applied part of Type B.

10. Information and explanation 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.

Storage conditions	Temperature: -20° to +60° Celsius (-4° to +140° Fahrenheit) Humidity: 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.

Notes

Manufacturer:
Phonak US
4520 Weaver Parkway
Warrenville, IL 60555

www.phonak-us.com

CE 0459

029-0087-03/V1.00/2012-03/misyst/FO Printed in USA
© Phonak AG All rights reserved