



Moxi™  
BTE Guide

# Table of Contents

---

Your Moxi™ Hearing Instruments.....	1
Practical Solutions to Everyday Problems .....	2
Getting the Most Out of Your Moxi™ Hearing Instruments .....	3
Using the Moxi™ BTE Guide .....	4
Putting Your Moxi™ Hearing Instruments on Your Ears .....	5
Turning Your Moxi™ Hearing Instruments On and Off ....	6
Feedback-Free Listening .....	7
Replacing the Battery .....	8
Operating Instructions .....	10
Assistive Listening Devices .....	16
Caring for Your Moxi™ Hearing Instruments.....	17
Cleaning Your Moxi™ Hearing Instruments.....	18
Warnings .....	19
Troubleshooting Guide.....	21
Warning to Hearing Instrument Dispensers .....	24

# Your Moxi™ Hearing Instruments

---

Hearing Healthcare Professional: \_\_\_\_\_

\_\_\_\_\_

Telephone: \_\_\_\_\_

Model: \_\_\_\_\_

Serial Number: \_\_\_\_\_

Replacement Batteries:  Size 312

Warranty: \_\_\_\_\_

Program 1 is the Automatic Program: \_\_\_\_\_  
(Available on Yuu, Next 16 and Next 8 only)

Program 2 is the Manual Program for: \_\_\_\_\_

Program 3 is the Manual Program for: \_\_\_\_\_

Program 4 is the Manual Program for: \_\_\_\_\_

Date of Purchase: \_\_\_\_\_

## **Practical Solutions to Everyday Problems**

---

Congratulations on choosing your new Moxi™ BTE (Behind-the-Ear) hearing instruments. For over 40 years, Unitron Hearing has been committed to making life better for people with hearing loss. This means a commitment to developing high-quality hearing solutions that incorporate special features to solve the everyday problems and concerns you have with hearing loss and hearing instruments.

Moxi is an ultra-small BTE that supports the latest in Canal Receiver Technology (CRT). Moxi is 37% smaller than a traditional Behind-The-Ear (BTE) hearing instrument and is packed with high-value, advanced features that deliver exceptional sound quality in everyday listening environments. Your hearing professional can tell you which Moxi hearing instrument you are wearing, and explain its adaptive features that offer you the latest in digital technology.

## **Getting the Most Out of Your Moxi™ Hearing Instruments**

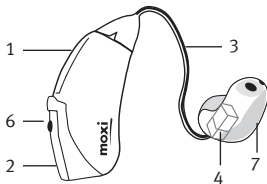
---

Adjusting to your new hearing instruments will take some time. In the beginning it is important that you do not use the hearing instruments for longer than is comfortable. Depending on your previous experience with hearing devices, a few hours a day may be enough and then you can increase wearing time gradually. Once you have become accustomed to your hearing instruments, you should wear them all day every day since infrequent use will not permit you to adapt to your hearing instruments and enjoy their full benefits. The quicker you get used to the everyday sounds around you, the less you will notice that you are wearing hearing instruments.

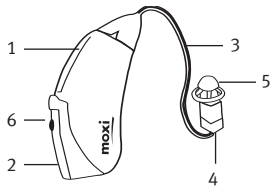
# Using the Moxi™ BTE Guide

---

Refer to the table of contents for a complete listing of the topics covered in this guide. The diagrams below identify some of the components on your Moxi hearing devices.



Moxi with Shell



Moxi with Dome

## Legend

- 1 Microphone and Microphone Shield
- 2 Battery Door/On & Off Switch
- 3 Tube
- 4 Speaker
- 5 Dome
- 6 Program Button or Volume Control  
(depending on your customized fitting)
- 7 Shell

# Putting Your Moxi™ Hearing Instruments on Your Ears

---

Your Moxi hearing instruments may be color-coded red for your right ear and blue for your left ear. This color indicator is located inside the battery door with a small colored dot.

## Moxi with Domes

1. Hold the tube where it attaches to the dome and gently push the dome into your ear canal. The tube should lie flush against your head and not stick out.
2. Place Moxi over the top of your ear.
3. Place the retention piece in your ear so it rests at the bottom of the opening of your ear canal.
4. Repeat steps 1-3 for your other ear if you wear two hearing devices.



## Moxi with Shells

1. Carefully insert the shell in your ear. The shell should fit into your ear snugly and comfortably. The tube should lie flush against your head and not stick out.
2. Place Moxi over the top of your ear.
3. Repeat steps 1-2 for your other ear if you wear two hearing devices.

## Turning Your Moxi™ Hearing Instruments On and Off

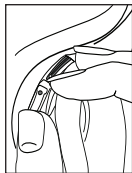
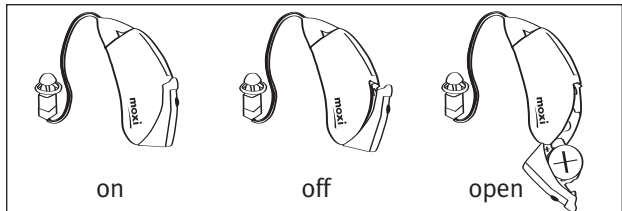
---

Your hearing instruments have a three-position battery door that acts as an off/on switch and that allows access to the battery compartment.

To turn the hearing instrument on, close the battery door fully. *Note: If the start up delay is activated, your hearing devices will not turn on for 10-15 seconds after closing the battery door.*

To turn the hearing instrument off, partially open the battery door. This position also allows excess moisture to vent away from the battery compartment.

To replace the hearing instrument battery, fully open the battery door for access to the battery compartment.



*Note: When turning your hearing instrument on and off, grasp the top and bottom of the instrument with your middle finger and thumb. Use your index finger to open and close the battery door.*

## **Feedback-Free Listening**

---

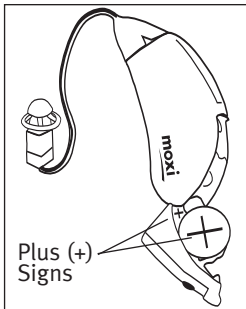
Your Moxi hearing instruments have an optional start up delay that can be activated by your hearing healthcare professional. If the start up delay is activated, your hearing devices will not turn on for 10-15 seconds after the battery door is closed fully. The hearing devices return to the start up delay position each time you turn your hearing devices on. This allows you to insert your hearing devices without experiencing whistling.

If you wear hearing instruments now, you may have experienced whistling from your hearing instruments when you talk, chew, use the telephone or hug someone. Moxi's feedback technology dramatically reduces this uncomfortable whistling before you or anyone else can perceive it.

## Replacing the Battery

---

1. Gently swing out the battery door with your fingernail.
2. Grasp the battery with your thumb and index finger and remove.
3. Insert the new battery into the battery compartment with the plus (+) sign on the battery facing the same way as the plus (+) sign on the edge of the battery door. This will ensure that the battery door closes properly.



*Note: If the battery is inserted incorrectly, the door will not close.*

4. Close the battery door.

## **Low Battery Warning**

When you hear two long beeps, your hearing instruments are warning you that their batteries are low. You will hear the warning approximately every 30 minutes until you change the batteries or the batteries die. After the first warning, you may experience some reduction in sound quality. This is normal and can be remedied by inserting fresh batteries in the hearing instruments. If you prefer, your hearing healthcare professional can change the pitch and loudness of the low battery beep or turn it off entirely.

## **Caring for Batteries**

- Always discard batteries carefully.
- To prolong battery life, remember to turn your hearing devices off when not in use.
- Remove the batteries and keep the battery door open while hearing devices are not in use. This will allow internal moisture to evaporate.

## **Battery Warnings**

- Never leave hearing devices or batteries where small children and pets can reach them.
- Never put hearing devices or batteries in your mouth. If a hearing device or battery is swallowed, call a physician immediately.

# Operating Instructions

---






## Changing Programs on Your Moxi™ Hearing Devices

Your Moxi hearing devices may have an automatic program and up to three additional manual programs. Moxi's automatic program will satisfy most of your listening needs by adjusting to different listening environments without requiring manual adjustments. Up to three additional manual programs can be individually tailored by your hearing healthcare professional to meet your particular listening needs.

Your Moxi hearing devices come equipped with a push button which has been set for switching between programs or adjusting your volume. This push button could also be disabled by your hearing healthcare professional. If you have an active push button program control, each time you push the button, you will move to a new program.

### Program Beeps

Your hearing instruments beep to indicate which program you are in (i.e. one beep for program 1, two beeps for

Program 1 (e.g. Automatic Program)		1 beep
Program 2 (e.g. Group/Party Noise)		2 beeps
Program 3 (e.g. Easy-t/Telephone)		3 beeps
Program 4 (e.g. Music)		4 beeps
Easy-t/Telephone		short melody




program 2, etc.) If you prefer, your hearing healthcare professional can adjust the pitch and loudness of the program beep or turn it off entirely.

## Adjusting the Volume

The volume on your hearing instruments adjusts automatically in response to the loud or quiet sounds around you. Your hearing instruments are set to your ideal volume by default. If you have a push button volume control, you can further adjust the volume.

## Volume Beeps

As you change the volume level, your hearing instruments will beep. Please refer to the chart below to learn more about the different volume beeps.

Volume Setting	Beeps
Ideal volume level	 1 beep
Increased loudness	 1 beep + 1 high-pitched beep
Decreased loudness	 1 beep + 1 low-pitched beep

Your hearing healthcare professional can help you identify your different volume settings if required. If you prefer, your hearing healthcare professional can adjust the pitch and loudness of the volume beep or turn it off entirely.

## **Listening in Windy Environments**

Moxi's wind noise manager will engage automatically based on whether wind conditions are moderate or high. When the wind noise manager is engaged, sounds such as speech, may become quieter because the wind noise manager is working to reduce the loud noise produced by wind. When you are no longer in a windy environment, the wind noise manager will not be active and desirable sounds, such as speech, will once again become louder.

## **Listening in Quiet and Noisy Environments**

Your Moxi hearing instruments have a directional microphone system to meet your listening needs in different environments. The directional system focuses on sounds in front of you (i.e., speech) without amplifying the background noise around you. Your Moxi may have an advanced directional microphone system that adjusts automatically to changing noise levels and tracks moving noise sources. Your hearing healthcare professional can tell you how your directional system has been customized for you and which listening programs have the directional microphones activated. In addition, Moxi contains antiShock™ technology that identifies and minimizes sudden impulse sounds that many hearing instrument wearers find irritatingly loud such as slamming doors or clattering dishes. This technology is designed to increase listening comfort in

adverse listening situations without impacting sound quality or your ability to understand conversations.

## **Replacing the Microphone Protectors**

Your Moxi hearing instruments have a shield to protect the microphones from dirt and debris. Debris on the microphone protector reduces the sound quality of the instrument. You should have the microphone protectors replaced by your hearing healthcare professional approximately every three months to ensure optimal sound quality.

## **Using Moxi™ with the Telephone**

Moxi has the ability, depending on hearing loss and vent size of hearing device to provide feedback-free phone use without program changes. When the phone rings, pick up the telephone and place it next to your hearing instrument's microphone. In some situations when using a cell phone, you may experience digital interference that sounds like static, buzzing or beeping. If you experience interference, increase the distance between your hearing instrument and the phone receiver.

## **Easy-t for the Telephone or Cell/Mobile Phone**

Moxi can also come equipped with an optional easy-t (automatic telephone switch) that can help you listen on the telephone. Easy-t automatically switches your hearing instrument into a telephone listening mode with hearing instrument compatible phones. You will hear a short

melody to indicate you are in the telephone (easy-t) program. If your phone is hearing instrument compatible, it will have a magnetic coil and the easy-t will activate automatically when the telephone is held to the ear. Once the telephone is removed from the ear, the hearing instrument will switch back to the normal listening mode. Since the location and strength of the magnetic coil varies among phone manufacturers, it may be necessary to move the telephone receiver next to the hearing instrument's microphone for the best reception. If the hearing instrument does not switch to the telephone program automatically when the telephone receiver is placed in proximity, the magnet for easy-t hearing instruments should be attached to the telephone receiver. The magnet is designed to strengthen the magnetic field at the ear piece of hearing instrument compatible telephones.

### **To affix the easy-t magnet:**

1. Clean the telephone receiver.
2. Hold the magnet near the “listening end” of your telephone receiver and release it (Figure 1). The magnet will flip to the appropriate side and seek the optimal position on the telephone receiver.
3. Place the double-sided tape in this optimal position on the telephone receiver (Figure 2) and attach the magnet to the tape (Figure 3).

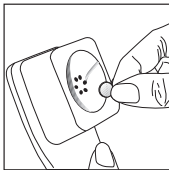


Figure 1

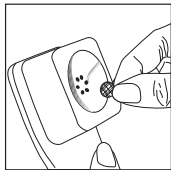


Figure 2



Figure 3

## Warnings

- Be sure the magnet is securely affixed to the telephone.
- Keep loose magnets out of reach of children and pets.
- If the magnet falls into your ear, contact your hearing healthcare professional.
- If the magnet is swallowed, contact your physician immediately.
- The magnet may affect some medical devices or electronic systems. Always keep the magnet (or the telephone equipped with the magnet) at least 30 cm (12") away from pacemakers, credit cards, floppy disks or other magnetically sensitive devices.
- Too high distortion during dialing or phoning may mean that the phone handset is stressed by the magnet. To avoid any damage, please move the magnet to another place on the telephone receiver.

## **Assistive Listening Devices**

---

### **Listening in Public Places**

Moxi's telecoil can also help you listen in public places equipped with telecoil compatible assistive listening devices such as a loop system. If your hearing devices do not operate when the telecoil is on, the loop system may not be operating or you may be in a "dead" spot. Try positioning yourself in a different part of the looped area or return your hearing devices to the microphone position and sit as close to the speaker as possible.

## **Caring for Your Moxi™ Hearing Instruments**

---

- Open the battery door when not in use.
- Always remove your hearing instruments when using hair care products. The hearing instruments can become clogged and cease to function properly.
- Do not wear your hearing devices in the bath or shower or immerse them in water.
- If your hearing instruments do become wet, do not attempt to dry them in an oven or microwave. Do not adjust any controls. Open the battery doors immediately, and allow your hearing instruments to dry naturally for 24 hours.
- Protect your hearing devices from excessive heat (hair dryer, vehicle glove box or dashboard).
- Ensure you do not twist or squeeze the tube when your hearing instruments are placed in their case.
- Regular use of a dehumidifier, such as a Dri-Aid kit, can help prevent corrosion. See your hearing healthcare professional for more information.
- Do not drop your hearing devices or knock them against hard surfaces.

## **Cleaning Your Moxi™ Hearing Instruments**

---

Ear wax is natural and common. Ensuring your hearing devices, shells and domes are free of ear wax is an important step in your daily cleaning and maintenance routine.

- Never use alcohol to clean your hearing devices, shells or domes.
- Do not use sharp tools to dislodge ear wax. Sticking household items into your hearing devices or shells can seriously damage them.

### **Cleaning the Shells and Domes**

Ensure your shells and domes are free of ear wax and moisture.

#### **To clean the shells and domes:**

1. Clean the domes and shells on the outside daily with a damp cloth. Avoid getting any water in and around the speaker units and shells.

*Note: The tubes, speakers, domes or shells should never be rinsed or submerged in water as water drops may block sound or damage the electrical components of the hearing instrument.*

2. If your shells require further cleaning, the speaker waxguard may be plugged and require replacing. See your hearing healthcare professional.

## Warnings

---

- Hearing devices should only be used as directed by your physician or hearing healthcare professional.
- Hearing devices will not restore normal hearing and will not prevent or improve a hearing impairment resulting from organic conditions.
- Do not use your hearing devices in explosion hazard areas.
- Allergic reactions to hearing devices are unlikely. However, if you experience itching, redness, soreness, inflammation or a burning sensation in or around your ears, inform your hearing healthcare professional and contact your physician.
- In the unlikely case that any parts remain in the ear canal after the removal of the hearing instrument, contact a physician immediately.
- Remove your hearing devices for CT and MRI scans or for other electromagnetic procedures.
- Special care should be exercised in wearing hearing devices when maximum sound pressure levels exceed 132 decibels. There may be a risk of impairing your remaining hearing. Speak with your hearing healthcare professional to ensure the maximum output of your hearing devices is suitable for your particular hearing loss.
- Warning to hearing healthcare professional: Domes

should never be fitted on patients with perforated eardrums, exposed middle ear cavities, or surgically altered ear canals. In the case of such a condition, we recommend to use a customized ear mold.

## **Precautions**

- The use of hearing devices is only part of hearing rehabilitation; auditory training and lip reading instruction may be required as well.
- In most cases, infrequent use of hearing devices does not provide full benefit. Once you have become accustomed to your hearing devices, wear your hearing devices everyday all day.
- Your hearing devices use the most modern components to provide the best possible sound quality in every listening situation. However, communication devices such as digital cell phones can create interference (a buzzing sound) in hearing devices. If you experience interference from a cell phone being used close by, you can minimize this interference in a number of ways. Switch your hearing devices to another program, turn your head in a different direction or locate the cell phone and move away from it.

## **Labeling**

The serial number and year of manufacture are located inside the battery door.

# Troubleshooting Guide

CAUSE	POSSIBLE REMEDY
<b>No sound</b>	
<ul style="list-style-type: none"><li>• Not turned on</li><li>• Low/dead battery</li><li>• Poor battery contact</li><li>• Battery upside down</li><li>• Shells/domes blocked with ear wax</li><li>• Plugged microphone protector</li></ul>	<ul style="list-style-type: none"><li>• Turn on</li><li>• Replace battery</li><li>• Consult your hearing healthcare professional</li><li>• Insert battery plus (+) side up</li><li>• Clean shells and domes. See “Cleaning the Shells and Domes”. Consult your hearing healthcare professional.</li><li>• Consult your hearing healthcare professional</li></ul>
<b>Not loud enough</b>	
<ul style="list-style-type: none"><li>• Low volume</li><li>• Low battery</li><li>• Shells/domes not inserted properly</li><li>• Change in hearing</li><li>• Shells/domes blocked with ear wax</li><li>• Plugged microphone shield</li></ul>	<ul style="list-style-type: none"><li>• Turn up volume; see hearing healthcare professional for models without a manual volume control or if problem persists.</li><li>• Replace battery</li><li>• See “Putting Your Moxi Hearing Instruments on Your Ears”. Reinsert carefully.</li><li>• Consult your hearing healthcare professional</li><li>• Clean shells and domes. See “Cleaning the Shells and Domes”. Consult your hearing healthcare professional.</li><li>• Consult your hearing healthcare professional</li></ul>
<b>Intermittent</b>	
<ul style="list-style-type: none"><li>• Low battery</li><li>• Dirty battery contact</li></ul>	<ul style="list-style-type: none"><li>• Replace battery</li><li>• Consult your hearing healthcare professional</li></ul>

CAUSE	POSSIBLE REMEDY
<b>Two long beeps</b>	
<ul style="list-style-type: none"> <li>• Low battery</li> </ul>	<ul style="list-style-type: none"> <li>• Replace battery</li> </ul>
<b>Whistling</b>	
<ul style="list-style-type: none"> <li>• Shells/domes not inserted properly</li> <li>• Hand/clothing near ear</li> <li>• Poorly fitting shells/domes</li> </ul>	<ul style="list-style-type: none"> <li>• Remove and reinsert carefully</li> <li>• Remove hand/clothing from ear</li> <li>• Consult your hearing healthcare professional</li> </ul>
<b>Not clear, distorted</b>	
<ul style="list-style-type: none"> <li>• Poorly fitting shells/domes</li> <li>• Shells/domes blocked with ear wax</li> <li>• Low battery</li> <li>• Plugged microphone protector</li> </ul>	<ul style="list-style-type: none"> <li>• Consult your hearing healthcare professional</li> <li>• Clean shells and domes. See “Cleaning the Shells and Domes”. Consult your hearing healthcare professional.</li> <li>• Replace battery</li> <li>• Consult your hearing healthcare professional</li> </ul>
<b>Shells/domes falling out of ear</b>	
<ul style="list-style-type: none"> <li>• Poorly fitting shells/domes</li> <li>• Shells/domes not inserted properly</li> </ul>	<ul style="list-style-type: none"> <li>• Consult your hearing healthcare professional</li> <li>• See “Putting Your Moxi Hearing Instruments on Your Ears”. Reinsert carefully.</li> </ul>

CAUSE	POSSIBLE REMEDY
<p><b>Weak on the telephone</b></p> <ul style="list-style-type: none"> <li>• Telephone not positioned properly</li> <li>• Hearing instrument requires adjustment</li> </ul>	<ul style="list-style-type: none"> <li>• Move telephone receiver around ear for clearer signal. See “Using Moxi with the Telephone” and “Easy-t for the Telephone or Cell/Mobile Phone”.</li> <li>• Consult your hearing healthcare professional</li> </ul>

For any problems not listed in the guide, contact your hearing healthcare professional. If you do not have a hearing healthcare professional, please contact the nearest office listed on the back page of this booklet.

## Warning to Hearing Instrument Dispensers

---

A hearing instrument dispenser should advise a prospective hearing instrument user to consult promptly with a licensed physician (preferably an ear specialist) before dispensing a hearing instrument if the hearing instrument dispenser determines through inquiry, actual observation, or review of any other available information concerning the prospective user, that the prospective user has any of the following conditions: (i) Visible congenital or traumatic deformity of the ear. (ii) History of active drainage from the ear within the previous 90 days. (iii) History of sudden or rapidly progressive hearing loss within the previous 90 days. (iv) Acute or chronic dizziness. (v) Unilateral hearing loss of sudden or recent onset within the previous 90 days. (vi) Audiometric air-bone gap equal to or greater than 15 decibels at 500 hertz (Hz), 1,000 Hz, and 2,000 Hz. (vii) Visible evidence of significant cerumen accumulation or a foreign body in the ear canal. (viii) Pain or discomfort in the ear. Special care should be exercised in selecting and fitting a hearing instrument whose maximum sound pressure level exceeds 132 decibels because there may be risk of impairing the remaining hearing of the hearing instrument user. [This provision is required only for those hearing instruments with a maximum sound pressure capability greater than 132 decibels (dB).]

## **Important Notice for Prospective Hearing Instrument Users**

Good health practice requires that a person with a hearing loss have a medical evaluation by a licensed physician (preferably a physician who specializes in diseases of the ear) before purchasing a hearing instrument.

Licensed physicians who specialize in diseases of the ear are often referred to as otolaryngologists, otologists or otorhinolaryngologists. The purpose of medical evaluation is to assure that all medically treatable conditions that may affect hearing are identified and treated before the hearing instrument is purchased. Following the medical evaluation, the physician will give you a written statement that states that your hearing loss has been medically evaluated and that you may be considered a candidate for a hearing instrument. The physician will refer you to an audiologist or a hearing instrument dispenser, as appropriate, for a hearing instrument evaluation. The audiologist or hearing instrument dispenser will conduct a hearing instrument evaluation to assess your ability to hear with and without a hearing instrument. The hearing instrument evaluation will enable the audiologist or dispenser to select and fit a hearing instrument to your individual needs. If you have reservations about your ability to adapt to amplification, you should inquire about the

availability of a trial-rental or purchase-option program. Many hearing instrument dispensers now offer programs that permit you to wear a hearing instrument for a period of time for a nominal fee after which you may decide if you want to purchase the hearing instrument. Federal law restricts the sale of hearing instruments to those individuals who have obtained a medical evaluation from a licensed physician. Federal law permits a fully informed adult to sign a waiver statement declining the medical evaluation for religious or personal beliefs that preclude consultation with a physician. The exercise of such a waiver is not in your best health interest and its use is strongly discouraged.

## **Children With Hearing Loss**

In addition to seeing a physician for a medical evaluation, a child with a hearing loss should be directed to an audiologist for evaluation and rehabilitation since hearing loss may cause problems in language development and the educational and social growth of a child. An audiologist is qualified by training and experience to assist in the evaluation and rehabilitation of a child with a hearing loss.

# UNITRON HEARING DISTRIBUTORS

## CORPORATE OFFICE/INTERNATIONAL

20 Beasley Drive, P.O. Box 9017, Kitchener, ON N2G 4X1 Canada

### AUSTRALIA

Level 2, Norwest Quay, 21 Solent Circuit, Baulkham Hills, NSW, NSW 2153

### BELGIUM

Baron de Vironlaan, 60 b-1700 Dilbeek

### CANADA

20 Beasley Drive, P.O. Box 9017, Kitchener, ON N2G 4X1

### CHINA

No. 200 Suhong Road, Export Processing Zone 4D, Suzhou Industrial Park 215021

### DENMARK

Nitivej 10, DK-2000 Frederiksberg

### EUROPEAN REPRESENTATIVE

Daimlerstrasse 22, 70736 Fellbach-Oeffingen, Germany

### FRANCE

5, rue Maryse Bastié - BP 15 69671 Bron Cedex, France

### NETHERLANDS

Archimedesbaan 19, P.O. Box 1214, 3430 BE Nieuwegein

### NEW ZEALAND

10/215 Rosedale Rd., M277 Private Bag, 300987, Albany, Auckland

### NORWAY

Brugata 14 0186 Oslo, Norway

### SOUTH AFRICA

First Floor – East Block, Pineslopes Office Park, Cnr The Straight & Witkoppen Roads, Fourways, Johannesburg 2194

### SWEDEN

Förmansvägen 2, 4 tr SE-11743, Stockholm, Sweden

### UNITED KINGDOM

St. George House, Cygnet Court, Centre Park, Warrington, Cheshire WA1 1PD

### U.S.A.

Suite A, 2300 Berkshire Lane North, Plymouth, MN 55441

## MANUFACTURER

### UNITRON HEARING LTD.

20 Beasley Drive, P.O. Box 9017, Kitchener, ON N2G 4X1 Canada





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

DISTRIBUTOR