

Passport™  
BTE guide

Moxi™ 3G



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# Your Passport™ hearing instruments

Hearing healthcare professional: \_\_\_\_\_

\_\_\_\_\_

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

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

Serial number: \_\_\_\_\_

Replacement batteries:  size 312

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

Program 1 is the automatic program

Program 2 is the manual program for: \_\_\_\_\_

Program 3 is the manual program for: \_\_\_\_\_

Program 4 is the manual program for: \_\_\_\_\_

Date of purchase: \_\_\_\_\_

## Overview of your hearing instrument

The diagrams identify some of the components on your hearing instruments. Have your hearing healthcare professional place a check beside the diagram that best describes your hearing instrument style and attachment.

### My hearing instrument has (check all that apply)

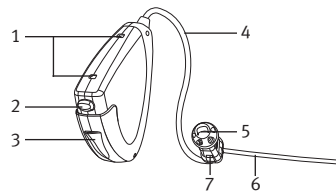
- SmartFocus™ (with optional Smart Control)
- Volume control
- DuoLink
- Program button
- Binaural Phone

### Optional accessories (check all that apply)

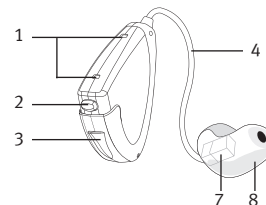
- Smart Control
- uDirect™

See user guides for more information.

### Attachment style (check one)



Moxi 3G with dome



Moxi 3G with shell

### Legend

- 1 Microphone
- 2 Program button or volume control (depending on your customized fitting)
- 3 Battery door/on & off switch
- 4 Tube
- 5 Dome
- 6 Retention piece
- 7 Speaker
- 8 Shell

## Features of your hearing instrument

Passport premium hearing instruments come equipped with the following features:

- Automatic listening program
- 3 additional manual programs
- SmartFocus with personal adjustments for clarity and comfort settings (available with the optional Smart Control)
- Wireless capability with DuoLink and Binaural Phone
- Optional wireless connectivity to other devices



It may take some time for you to fully adjust to your new hearing instruments. In the beginning, do not feel as though you need to wear them for longer than is comfortable. Depending on your previous experience with hearing instruments you can increase wearing time gradually until you have fully adjusted to them. Eventually, you should wear your Passport hearing instruments all day every day.

Please consult your hearing healthcare professional regarding any adjustments you may require to ensure that you are happy with your hearing instrument. For instance, pitch and loudness of the beeps can be adjusted or turned off entirely. Also note that this is a general guide and your hearing healthcare professional may have enabled or disengaged certain features depending on your requirements.

## Putting your hearing instruments on your ears

Your Passport 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.

### Passport™ 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 Passport 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.

### Passport™ with shells


1. Carefully insert the shell into 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 Passport over the top of your ear.

## Turning your 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.

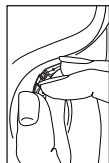
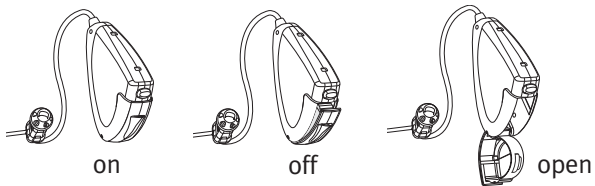
### ON:


To turn the hearing instruments on, close the battery door fully.

 *Note: It may take 5 seconds before the hearing device turns on. Your hearing healthcare provider can additionally increase the start up delay if required.*

### OFF:

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



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


## Battery information

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

### Low battery warning

Two long beeps indicate the hearing device battery is low. After the low battery warning, you may experience some reduction in sound quality. This is normal and can be remedied by inserting fresh batteries into the hearing devices.

If you are not able to hear the low battery warning, your hearing healthcare professional can change the pitch or loudness of the low battery warning. If you prefer, it can be turned off entirely.

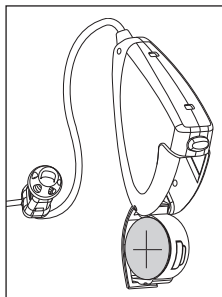
 *Your hearing devices are designed to generate a low battery warning every 30 minutes until you change the batteries, but depending on the condition of the batteries, the batteries may die before another low battery warning occurs. Therefore, it is recommended that the batteries are replaced as soon as possible once you hear the low battery warning.*


### Replacing the battery

1. Gently swing out the battery door with your fingernail, or grasp the top and bottom of the instrument with your index finger and thumb.

You can use your index finger to open and close the battery door if this is easier.

2. Grasp the battery with your thumb and index finger and remove.
3. Insert the new battery into the battery compartment matching it with the battery symbol inside the battery door. This will ensure that the battery door closes properly.
4. Close the battery door.




 *Note: If the battery is inserted incorrectly, the hearing instrument will not turn on.*

## Caring for batteries

- Always discard batteries in a safe and environmentally friendly way.
- 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.

## Operating instructions






### Push button

 Your hearing instrument is equipped with a push button, which has been set for switching between programs or adjusting your volume.

### Program control

If you have an active push button program control, each time you push the button, you will move to a new program. Also if DuoLink is enabled, the hearing instrument is set so that by pressing the push button on one hearing instrument, both hearing instruments will change programs.

Your hearing instruments beep to indicate which program you are in (i.e. one beep for program 1, two beeps for program 2, etc.).

|                                    |   |  |
|------------------------------------|---|--|
| 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                                       |
| DuoLink (if enabled)               |   | opposite ear beeps the same as side being adjusted |

Your Passport hearing instruments may also come with an optional remote control which allows you to switch

between different listening programs. Please refer to your Smart Control user guide for more information.




### Volume control

If your push button has been configured as a volume control, you can adjust the volume level by pushing the button.

If DuoLink is enabled, the hearing instrument can also be set so that by changing the volume on one hearing instrument, both will be adjusted.

Your Passport hearing instruments will learn your volume control adjustments while the hearing instruments are set to the automatic program, if this feature has been enabled by your hearing healthcare professional. Over time, the hearing instruments will adjust the default volume settings in the automatic program to the levels that you typically use.

Your hearing healthcare professional can help you identify your different push button volume control settings.

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

### SmartFocus™ (available on optional Smart Control)

SmartFocus can be accessed through the optional Smart Control. For improving clarity of sounds in front of you, such as speech, the scroll wheel on the Smart Control can be turned upwards. For greater overall listening comfort in noisy situations, turn the scroll wheel on the Smart Control downwards. Each step will change the hearing instrument performance. Sometimes multiple steps are required to achieve the desired listening results. After each step wait for about 4-5 seconds to allow the hearing instrument to adjust to the new setting.



## Using the telephone

As telephones do not all work the same, you may experience different results from different phones. You can use many phones by simply holding the receiver to your ear, without the need to change to a dedicated telephone program. Remember to move the handset slightly up or back to find the position that sounds best to you.

Depending on the phone type you use, your hearing healthcare professional might have selected a dedicated phone program on your hearing instruments. Therefore your hearing instrument may have an automatic telephone program (easy-t feature), which automatically switches you to a dedicated telephone program when your hearing instrument is close to a telephone receiver. When the receiver is moved away from the hearing instrument it will automatically return to the previous listening program. 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.

If your Passport hearing instruments are configured to work with the wireless uDirect accessory, you might

benefit from a Bluetooth hands free option. Refer to the uDirect user guide for more information.

If DuoLink is enabled for the automatic phone program, both hearing instruments are synchronized and the listening preference for the opposite ear will also change when an automatic phone program is activated.

Consult your hearing healthcare professional if you experience difficulties using your hearing instruments on the phone.

### To affix the optional 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).

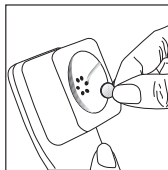


Figure 1

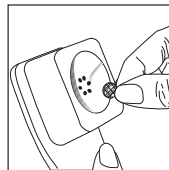


Figure 2

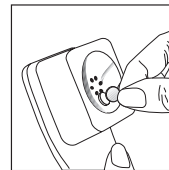


Figure 3

## Caring for your 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 and prolong the life of your hearing instruments.
- Do not drop your hearing devices or knock them against hard surfaces.

## Cleaning your 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

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. Domes should be replaced by your hearing healthcare provider every 3-6 months.
3. If your shells require further cleaning, the speaker waxguard may be plugged and require replacing. See your hearing healthcare professional.

## Signature features of your Passport™ hearing instruments

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### SmartFocus™

With a Passport hearing instrument, you can adjust the focus on hearing speech or background noise in your listening environment via the SmartFocus on your optional Smart Control. This control provides an additional fine tuning adjustment beyond a traditional volume control. You can adjust your SmartFocus control to focus on speech (clarity) or soften background noise (comfort) using the dial on your Smart Control.

As you adjust smartFocus, your Passport hearing instruments will learn your SmartFocus clarity and comfort settings while the hearing instruments are set to the automatic program. Over time, the hearing instruments will adjust the pre-programmed SmartFocus settings to your preferred levels.

The optional Smart Control hand-held remote control allows you to adjust your SmartFocus clarity and comfort levels.

### DuoLink

With DuoLink, your hearing instruments wirelessly communicate with each other. As you make a program or volume change on one hearing instrument, the other hearing instrument automatically changes as well. An additional benefit occurs while using the phone since as one hearing instrument detects the phone, the other

hearing instrument can be programmed to mute sound to eliminate distractions.

### Binaural Phone

With the Binaural Phone feature, landline and mobile phone calls can be heard clearly and automatically in both ears without any additional accessories.

### uDirect™

Your Passport hearing devices may come with an optional uDirect, a device that is worn around your neck, and provides secure connectivity between your hearing instruments and Bluetooth-enabled devices (i.e. cell phones), wired audio input jacks, or FM transmitted signals. uDirect provides easy hands-free access to clear stereo, or audio signals automatically activated when a signal is detected.

## Assistive listening devices

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### Listening in public places

Passport's telecoil option can also help you listen in public places equipped with telecoil compatible assistive listening devices such as a loop system. When you see this symbol, it means that there is loop system installed; this loop system is compatible with your hearing instrument. Please contact your hearing healthcare provider for more information on loop systems.



## Warnings

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- ⚠ 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.

## Magnet 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.

## 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.

## 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 your hearing instrument”. 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 protector</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 hearing instruments on your ears”. Reinsert carefully.</li> <li>• Consult your hearing healthcare professional</li> <li>• Clean shells and domes. See “Cleaning your hearing instrument”. 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 your hearing instrument”. 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 hearing instruments on your ears”. Reinsert carefully.</li> </ul>   |

| Cause   | Possible remedy   |
|---|---|
| <b>Weak on the telephone</b>  |   |
| <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 the telephone”.</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 (to comply with the U.S. Food and Drug Administration (FDA) regulations)

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.




## Notices

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### Notice 1

This instrument is certified under:

 FCC ID: VMY-UWBTE  
IC: 2756A-UWBTE

This device complies with Part 15 of the FCC Rules and with RSS-210 of Industry Canada. Operation is subject to the following two conditions:

- 1) this device may not cause harmful interference, and
- 2) this device must accept any interference received, including interference that may cause undesired operation. Changes or modifications made to this equipment not expressly approved by Unitron may void the FCC authorization to operate this equipment.

### Notice 2

This Class B digital apparatus complies with Canadian ICES-003.

### Notice 3

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna
- Increase the separation between the equipment and receiver
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected
- Consult the dealer or an experienced radio/TV technician for help

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