

lexie®

POWERED BY

BOSE



LEXIE B1 HEARING AIDS
POWERED BY BOSE

User Manual

*Product branding may
differ on actual product.

Warnings



WARNING: If you are younger than 18, do not use this.

You should go to a doctor, preferably an ear-nose-throat doctor (an ENT), because your condition needs specialized care. Over-the-counter hearing aids are only for users who are age 18 and older.

This OTC hearing aid is for users who are 18 and older. People who are younger than 18 with hearing loss should see a doctor, preferably an ENT, because they may need medical testing and management. Hearing loss can affect speech and learning, so professional fitting and continuing care are also important.



WARNING: When to See a Doctor

If you have any of the problems listed below, please see a doctor, preferably an ear-nose-throat doctor (an ENT).

- Your ear has a birth defect or an unusual shape. Your ear was injured or deformed in an accident.
- You saw blood, pus, or fluid coming out of your ear in the past 6 months.
- Your ear feels painful or uncomfortable.
- You have a lot of ear wax, or you think something could be in your ear.

- You get really dizzy or have a feeling of spinning or swaying (called vertigo).
- Your hearing changed suddenly in the past 6 months.
- Your hearing changes: it gets worse then gets better again.
- You have worse hearing in one ear.
- You hear ringing or buzzing in only one ear.



WARNING: This hearing aid should not cause pain when inserting it.


Remove this device from your ear if it causes pain or discomfort when you insert or place it. To try again, make sure to follow the instructions. If you feel pain or discomfort again, contact the manufacturer. If your pain or discomfort doesn't go away, contact your hearing healthcare professional. You can also report this to FDA as an adverse event according to the instructions that appear later.



These **PRECAUTIONS** point out situations which could cause minor or moderate injuries to the user or to the hearing aid.

- You should familiarize yourself fully with the entire contents of this user manual before using the Lexie B1 hearing aids. to ensure personal safety and correct use. Contact the Lexie Contact Center for support if you experience unexpected operations or performance.
- Do not attempt to modify the shape of the hearing aid or receiver wire yourself.

- For best results, use hearing aid accessories, i.e. receiver wires and domes, provided by Lexie.

 These **WARNINGS** point out situations which could cause serious injuries to the user or to the hearing aid.


- In some acoustic environments, overamplification can cause discomfort and damage to the wearer's hearing.
- A hearing aid should only be used as directed by your physician or hearing healthcare provider.
- Do not use your hearing aid in explosive or oxygen-enriched areas. Allergic reactions to hearing aids are unlikely. However, if you experience itching, redness, soreness, inflammation, or a burning sensation in or around your ears, inform your hearing healthcare provider and contact your physician.
- You may notice accelerated accumulation of earwax when using your hearing aid. This is normal, but see your hearing healthcare provider if you continue to have difficulty.
- In the unlikely case that any parts remain in the ear canal after the removal of the hearing aid, contact a physician immediately. Report the event to your hearing healthcare provider as soon as possible.
- Remove your aids for CT and MRI scans or for other electromagnetic procedures.
- Never leave your hearing aids or batteries where small children and


pets can reach them. If batteries are swallowed or inhaled, contact the local poison control center immediately.

- If you feel pain in or behind your ear, if it is inflamed, if skin irritation or accumulations of ear wax occur, please check with your hearing healthcare provider or physician.
- Hearing programs in the directional microphone mode reduce background noises. Please be aware that warning signals or noises coming from behind, e.g. cars, are partially or entirely suppressed.
- Your hearing aids have been adjusted for your hearing needs; please do not share your hearing device with other people.

Caution and notices for users

 **Caution: This is not hearing protection.**
You should remove this device if you experience overly loud sounds, whether short or long-lasting. If you're in a loud place, you should use the right kind of hearing protection instead of wearing this device. In general, if you would use ear plugs in a loud place, you should remove this device and use ear plugs.

 **Caution: The sound output should not be uncomfortable or painful.**
The sound output should not be uncomfortable or painful. You should turn down the volume or remove the device if the sound output is uncomfortably loud or painful. If you consistently need to turn the volume down, you may need to further adjust your device.

 **Caution: You might need medical help if a piece gets stuck in your ear.**

If any part of your hearing aid, like the eartip, gets stuck in your ear, and you can't easily remove it with your fingers, get medical help as soon as you can. You should not try to use tweezers or cotton swabs because they can push the part farther into your ear, injuring your eardrum or ear canal, possibly seriously.

 **Note: If you remain concerned, consult with a professional.**

If you try this device and continue to struggle with or remain concerned about your hearing, you should consult with a hearing healthcare professional.

 **Note: What you might expect when you start using a hearing aid.**

A hearing aid can benefit many people with hearing loss. However, you should know it will not restore normal hearing, and you may still have some difficulty hearing over noise. Further, a hearing aid will not prevent or improve a medical condition that causes hearing loss. People who start using hearing aids sometimes need a few weeks to get used to them. Similarly, many people find that training or counseling can help them get more out of their devices. If you have hearing loss in both ears, you might get more out of using hearing aids in both, especially in situations that make you tired from listening—for example, noisy environments.

i Note: Tell FDA about injuries, malfunctions, or other adverse events.

To report a problem involving your hearing aid, you should submit information to FDA as soon as possible after the problem. FDA calls them “adverse events,” and they might include: skin irritation in your ear, injury from the device (like cuts or scratches, or burns from an overheated battery), pieces of the device getting stuck in your ear, suddenly worsening hearing loss from using the device, etc.

Instructions for reporting are available at <https://www.fda.gov/Safety/MedWatch>, or **call 1-800-FDA-1088**. You can also download a form to mail to FDA.

Congratulations

We are thrilled that you have taken the first step towards better hearing. We look forward to being part of this new journey. This manual will provide you with all the information you need to set up, use and care for your new Lexie B1 Hearing Aids, Powered by Bose.



For additional information on the use of these hearing aids after going through the contents of this guide, contact (779) 212-7334 or visit www.lexiehearing.com.

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1

Safety and health information

Intended use

Indications for use

Clinical data

Hearing health care information

Important safety instructions

Warnings

Cautions

Intended use

The Lexie B1 Hearing Aids, Powered by Bose, are a pair of OTC user-fitted air conduction hearing aids intended for use by individuals 18 years and older with a perceived mild to moderate hearing impairment. This allows the user to set up and control their hearing aids through wireless connection with an app on their mobile phone.

Indications for use

The Lexie B1 Hearing Aids, Powered by Bose, are intended to amplify sound for individuals 18 years of age or older with a perceived mild to moderate hearing impairment. They are adjusted by the user to meet the user's hearing needs. No pre-programming or hearing test is necessary. The device is intended for over-the-counter sale and use without the assistance of a hearing care professional.

Clinical data

In a clinical study, people with mild to moderate

hearing impairment generally experienced similar hearing benefit, and were more satisfied, when using the Bose self-fitting technology compared with professional fitting of the same device. There were no adverse events encountered during this study.

The Lexie B1 Hearing Aids, Powered by Bose were clinically evaluated in terms of: (1) the usable fitting range; (2) hearing improvements; and (3) overall impressions. Over the course of 3 weeks, participants evaluated audio quality and physical fit during daily use; they completed various laboratory assessments and standardized questionnaires. The findings of this study confirmed that the Lexie B1 Hearing Aids, Powered by Bose using the associated app meets clinical expectations.

Hearing healthcare information

This product may help you hear better if you:

- Strain to follow conversations when others don't, especially in noisy places.
- Have trouble understanding the TV.

This product may not be right for you if you:

- Consistently experience feedback (whistling) of the hearing aid when you turn up World Volume to a level that is comfortable for you, even after you have followed the suggestions in this User Manual to make sure your hearing aid fits properly.
- Feel the hearing aid is not providing enough amplification even at the highest World Volume setting.

A hearing healthcare professional may be able to help you select a different hearing aid solution to meet your needs.

This product will not restore normal hearing and will not prevent or improve a hearing impairment resulting from organic conditions. This product is designed to help you make greater use of your remaining hearing ability. Keep in mind that it can take time to become accustomed to hearing sounds you have not heard for a long time.

For best results, practice using the hearing aids as much as possible. In most cases, infrequent use of the hearing aids doesn't permit you to attain full benefit from them.



Please read and keep all safety and use instructions.

Important safety instructions

Only use attachments/components specified by the manufacturer.

The battery provided with this product may present a risk of chemical burn if mishandled.

Please dispose of used batteries properly, following local regulations.


When a replacement is needed, use only size 312 zinc-air batteries.

Do NOT use the hearing aids without the supplied domes attached.



This product contains magnetic material. Consult your physician on whether this might affect your implantable medical device.

**WARNINGS**

- **Do NOT store or replace batteries near to where you store medication or near children.** Battery ingestion can cause serious harm. If you think that you or someone else has swallowed a battery or placed a battery inside any part of the body, seek immediate medical attention.
-  **Keep and store device and components out of reach of children.** Contains small parts which may be a choking hazard.
- **To prevent hearing damage:**
 - **Use appropriate hearing protection in loud environments.** The hearing aids are NOT hearing protection devices.
 - **Remove the hearing aids if you encounter any overly loud sounds.**
- **Do NOT use the hearing aids in explosive or oxygen-enriched atmospheres.** Otherwise, a fire or explosion could occur.

 **WARNINGS**

- **Check before using the hearing aids** in areas where electronics or wireless devices are restricted. This may cause interference.
- **Do NOT resell the hearing aids or share them with others.** They are intended for use by a single user. Using resold or shared hearing aids may lead to infection.
- **Keep the product away from fire and excessive heat** (e.g., from storage in direct sunlight, near candles, or in a hot car) to avoid burns or damage to product.
- **Do NOT submerge in water**, wear in the shower, or wear while participating in water sports, e.g., swimming, waterskiing, surfing, etc. Prolonged exposure to water may damage the hearing aids.



CAUTIONS

- **Be aware that some sounds may sound different when you're using the hearing aids.** Keep this in mind when you need to be aware of your surroundings. You should adjust to this over time.
- **Consult a hearing care professional, preferably an ear-nose-throat doctor (ENT) if you experience any unusual side effects** like skin irritation, excessive accumulation of ear wax, dizziness, change in your hearing, or if you think there may be a foreign object in your ear canal.
- **When adjusting the World Volume, turn up gradually** until you reach a comfortable listening level.
- **Do NOT use the hearing aids or their components if any part of them is damaged**, if they emit any loud unusual noise, if you experience a warming sensation, or if you experience loss of audio. If this happens, remove and power off the hearing aids immediately, then call (779) 212-7334

and speak to a Lexie Expert™. Visit: lexiehearing.com/us/contact

- **Do NOT make unauthorized alterations** to this product.
- **If the battery leaks**, do NOT allow the liquid to come in contact with the skin or eyes. If contact is made, seek medical advice.
- **Sleeping with your hearing aids in is not recommended.** Risks vary from damaging your hearing aids to experiencing discomfort and/or feedback. But with some research, you will find that there are many assistive devices available to you, such as wake-up alarms that can be placed under your pillow or wristbands that vibrate when you have a phone call.



2

Set up the hearing aids

What's in the box

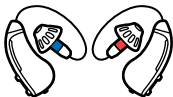
Hearing aid overview

Connect your phone

Download the Lexie app

Insert the batteries

What's in the box



Lexie B1 hearing aids,
powered by Bose (1 pair)



Carrying case (1)



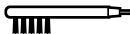
Size 312
batteries



Open domes (3 pairs):
Sizes 1 and 3*



Closed domes (3
pairs): Sizes 1, 2, and 3



Hearing aid
brush (1)

*Size 2 open domes are attached to the hearing aids.

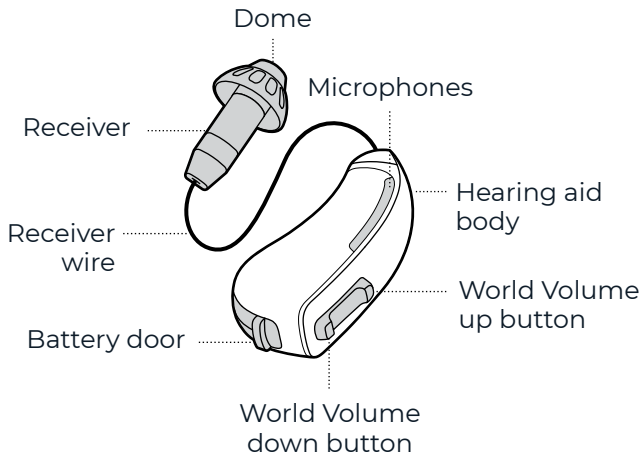
- (i) Note:** If any part of the product is damaged, don't use it. Call (779) 212-7334 and speak to a Lexie Expert™.



Wire sizing
tool (1) (see
page 91)

Visit: <https://lexiehearing.com/us/support>

Hearing aid overview



Connect your phone

To control the hearing aids using the Lexie app, you must connect your phone with the hearing aids.

To connect your phone, follow the steps below.

Step 1:

Download the Lexie app (see page 28).

Step 2:

Insert the batteries and fully close the battery doors to power on the hearing aids (see page 29).

Step 3:

Follow the app instructions to connect the hearing aids and learn how to wear and use them with video tutorials.



Note: For the best experience, connect the hearing aids to your phone using the Lexie app instead of the Bluetooth® menu on your phone.

Download the Lexie app

The Lexie app lets you set up the hearing aids, adjust them to fit your hearing needs, and manage settings.

Step 1:

On your smartphone, use your web browser to visit lexiehearing.com/us/the-lexie-app-and-lexie-care-promise and download the Lexie app. Or, download from the App Store or Google Play Store.



Step 2:

Insert the batteries so the app can find the hearing aids (see page 29).

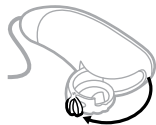
Insert the batteries



Note: Wash and dry your hands before handling the batteries. Grease and dirt can reduce battery life and damage the hearing aids.

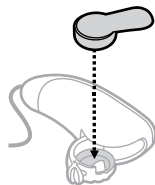
Step 1:

Gently pull the tab on the bottom of the hearing aid until the battery door fully opens.



Step 2:

Insert one of the provided size 312 batteries in the door with the sticker facing up and the rounded side facing down.

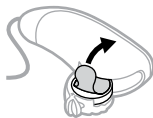


2 Set up the hearing aids

Step 3:

Peel the sticker off the battery, securing it with your other hand.

This activates the battery.

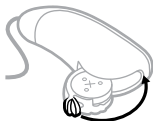


TIP: To extend battery life, leave the battery in the open battery door for 5 minutes. This exposes it to air and gives it time to fully activate.

Step 4:

Fully close the battery door.

You should feel two clicks, and after a short delay, the hearing aid powers on.



- i Note:** After powering on, the hearing aids enter Bluetooth® pairing mode for 3 minutes. If it takes longer than that to connect them to your phone using the app, power the hearing aids off and on again to reset the timer (see page 40).

Step 5:

Repeat steps 1 – 4 for the other hearing aid.

Step 6:

Follow the app instructions to connect the hearing aids and learn how to wear and use them with video tutorials.



Note: After completing the app tutorials, if you'd like more information about wearing or using the hearing aids, see “How to wear” on page 33 or “Hearing aid and app controls” on page 39.



3

How to wear

Put on the hearing aids

Check your fit

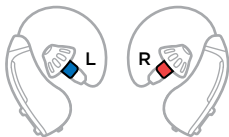
Put on the hearing aids

TIPS:

- If you have long hair, put your hair up.
- If you wear glasses, keep your glasses on.
- Consider using a mirror to check your fit.

Step 1:

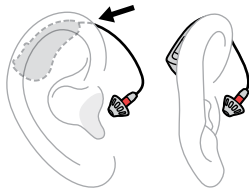
Compare the left and right hearing aids. The left hearing aid has a blue receiver, and the right hearing aid has a red receiver.



Step 2:

Place the right hearing aid on your right ear.

The hearing aid body should sit near the top of your ear. The curved section of the receiver wire should wrap around the front of your ear.

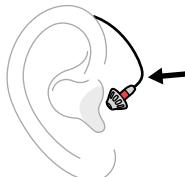


TIP: If you wear glasses, place the hearing aid between your glasses and your ear.



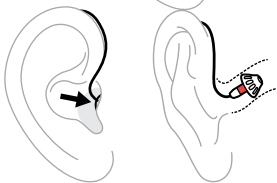
Step 3:

Hold the hearing aid by the bend in the receiver wire close to the dome.



Step 4:

Fully insert the dome into your ear canal until the receiver wire is flat against your ear and the dome feels secure. Do not insert it past this point.



- i Note:** The dome may feel strange or itchy inside your ear canal at first. If you're uncomfortable, check whether your dome size is correct (see page 37).

Step 5:

Check to make sure that all parts of the receiver wire run close to the side of your head.

**Step 6:**

Repeat steps 2 – 5 for the left hearing aid.

Step 7:

Check your fit (see page 36).

To remove the hearing aids

Hold the receiver wire close to the dome and gently remove the dome from your ear canal. Then, pull the hearing aid body out from behind your ear.



Check your fit

Use a mirror to make sure that the hearing aids are on correctly and that they fit your ears properly.

Are the hearing aids on correctly?

✓ Correct:

- The hearing aid body is behind your ear.
- The dome is deep in your ear canal.
- If you look straight in a mirror, you can't see the dome or receiver.



Is the dome size correct for each ear?

The size of the dome affects comfort and stability.

✓ **Correct size:**

- The dome feels secure, though it may feel strange at first (see “Adjusting to the hearing aids” on page 49).
- If you shake your head and open your mouth, the dome feels comfortable and doesn’t move.

If the dome feels uncomfortable or loose: Check whether the dome is too big or too small (see page 83). If it is, you can replace it with a different size.

Is the receiver wire size correct for each ear?

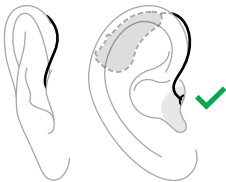
The size of the receiver wire determines the position and angle of the hearing aid behind your ear. This affects audio performance, comfort, and stability.

The provided receiver wires will fit most ears. However, you might need longer or shorter receiver wires or a different size for each ear.

- i Note:** Don't try to modify the shape of the receiver wire to force the hearing aid to fit.

✓ Correct size:

- If you shake your head, the hearing aid body feels secure.
- The receiver wire runs close to the side of your head.
- The hearing aid body sits near the top of your ear.



If the hearing aid body feels loose or the receiver wire feels tight: Check whether the receiver wire is too long or too short (see page 89). If it is, please contact a Lexie Expert™.

4

Hearing aid and app controls

Power on

Power off

World Volume

Treble and bass

Directionality

Balance

Environment settings

Power on

To power on, fully close the battery door on each hearing aid.

You should feel two clicks as each door closes. If you're wearing the hearing aids, after 3 seconds, you hear a tone; 6 seconds later, the hearing aids power on.



- Note:** This delay gives you time to put on the hearing aids before the microphones turn on. This helps prevent the hearing aids from whistling.

Power off

To power off, partially open the battery door on each hearing aid until you feel a click.



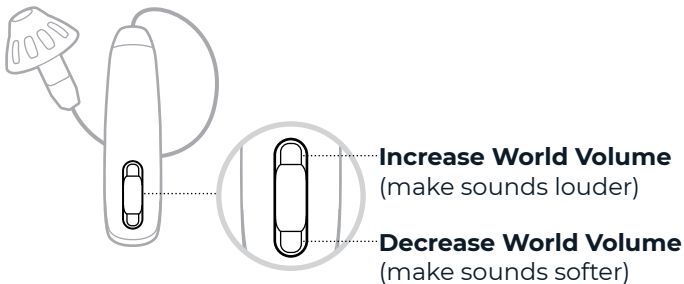
- Notes:**
- Partially opening the battery doors prevents the batteries from falling out.
 - When not using the hearing aids, make sure to partially open the battery doors to disconnect the batteries.

World Volume

You can make sounds louder or quieter by adjusting World Volume.

Adjust World Volume using the hearing aid controls

The World Volume buttons are located on the back of each hearing aid.





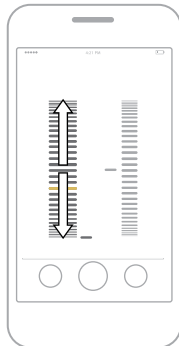
Notes:

- Pressing the World Volume buttons on either hearing aid adjusts World Volume in both ears.
- To quickly adjust World Volume, press and release either World Volume button multiple times.

Adjust World Volume using the Lexie app

In the Lexie app, from the home screen, do one of the following:

- **To increase World Volume** (make sounds louder): Drag the World Volume wheel up.
- **To decrease World Volume** (make sounds softer): Drag the World Volume wheel down.



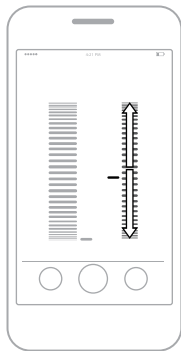
Treble and bass

You can make voices sound clearer using the treble and bass controls in the Lexie app.

Adjust treble and bass

In the Lexie app, from the home screen, do one of the following:

- **To increase treble** (make sounds brighter): Drag the Treble and Bass wheel up.
- **To increase bass** (make sounds deeper): Drag the Treble and Bass wheel down.



Directionality

You can adjust Directionality settings so that the microphones focus on sounds coming from different areas around you.

When to use each Directionality setting

Each Directionality setting is best for different situations.

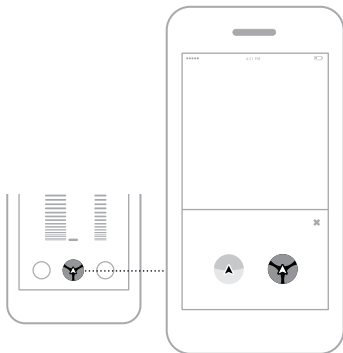
Directionality setting	Description	When to use
 Everywhere	Helps you hear sounds from all directions. Best for general awareness and listening.	Use in most cases, including crossing the street, watching TV, or listening to music.
 Front	Helps you hear sounds in front of you. Better for conversations when background noise is present.	Use when having a conversation in a noisy environment, like a restaurant or a party.

Select a Directionality setting

Step 1:

In the Lexie app, from the home screen, tap the **Directionality** button.

The Directionality menu appears.



Step 2:

Tap your preferred Directionality setting.

Balance

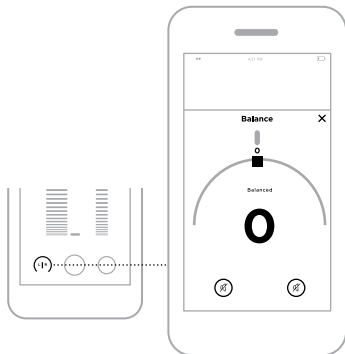
If sound seems uneven between your ears (one ear is louder than the other), you can even things out using the Balance controls in the Lexie app.

Adjust Balance

Step 1:

In the Lexie app, from the home screen, tap the **Balance** button.

The Balance menu appears.



Step 2:

Do one of the following:

- **To make sounds louder in your left ear:** Drag your finger to the left along the semicircle.
- **To make sounds louder in your right ear:** Drag your finger to the right along the semicircle.

The number in the center shows the new setting. The higher the number, the louder that sounds are in that ear.

Note: To easily reset the Balance to zero, tap the line at the top of the semicircle.

Environment settings

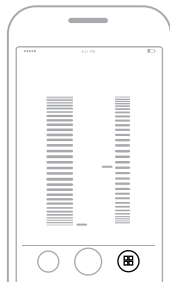
Environment settings are groups of settings that you can create and quickly switch between depending on your situation. You can customize the suggested Environment settings — Noisy indoor, Outdoors, Music, and Everyday — or create your own.



Note: The suggested Environment settings are NOT personalized for your hearing needs. After selecting a suggested Environment setting, adjust the setting according to your preference, then save your changes.

Access Environment settings

In the Lexie app, once you have selected 'Bose' from the home screen as the hearing aids you're wearing, tap the **Environment settings** button.





5

Adjusting to the hearing aids

What to expect

What to expect

Adjusting to a new hearing aid can feel overwhelming at first, and it can take time to feel fully comfortable. With patience, though, you'll soon be enjoying better hearing.

Here's what you can expect during the first few days and weeks of using the hearing aids.

Comfort and fit

- The domes may feel strange or itchy inside your ear canal at first. This is normal, and you'll get used to the feeling over time. However, if they feel painful, try a different dome size (see page 85).
- The hearing aids might feel slightly uncomfortable to start. Try to wear them as much as possible to give yourself time to get used to the feeling.

TIP: If you aren't comfortable wearing the hearing aids all day, try wearing them for a few hours at a time and gradually work up to longer use.

Adjusting to new sounds

- Sounds may seem loud or different. You may also notice background noises that you haven't heard before. As your brain learns to recognize and filter out these sounds, they'll become less apparent over time.

TIP: Wear the hearing aids as much as possible to become more quickly accustomed to new sounds.

- Your voice may seem loud at first. To help, practice talking with a friend in a familiar environment before using the hearing aids for other conversations.
- You might need to experiment with different hearing aid settings as you try the hearing aids in new environments. Over time, you'll find settings that work for you and won't need to adjust them as often.

TIP: Be patient! It can take some people up to several months to fully adjust to their hearing aids.

6

Battery management

When to replace batteries

Remove the batteries

Battery life

Purchase batteries

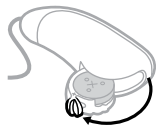
When to replace batteries

When you hear “Low battery,” from one of the hearing aids, replace the battery in that hearing aid.

Remove the batteries

Step 1:

Gently pull the tab on the bottom of the hearing aid until the battery door fully opens.



Step 2:

Push the battery out through the back of the battery door.



TIP: You can use the magnetic end of the hearing aid brush to easily remove the battery.

Battery life

Each battery can provide up to 4 days of use, assuming that you use both hearing aids for 14 hours per day.

- Note:** Battery life may vary by battery brand, age, chemistry, and frequency of use, or if you use a single hearing aid. When a replacement is needed, use only size 312 zinc-air batteries.



TIP: To extend battery life, when replacing batteries, leave the new batteries exposed to the air for 5 minutes before closing the battery doors (see page 29).

Purchase batteries

You can purchase more batteries through the Lexie Contact Center (see page 64) or from your local pharmacy. Search for **size 312** zinc-air batteries.

7

Bluetooth® connections

Connect your phone

Connect a different phone

Clear the hearing aid device lists

Bluetooth® Low Energy wireless technology lets you control the hearing aids using the Lexie app. Before you can control the hearing aids, you must download the app and connect your phone with the hearing aids.

- Note:** Although connecting your phone lets you control the hearing aids using the app, it doesn't let you wirelessly stream music or phone calls from your phone.

Connect your phone

For first-time connection instructions, see page 27.

Notes:

- After powering on, the hearing aids enter Bluetooth® pairing mode for 3 minutes. If it takes longer than that for you to connect a new phone using the app, power the hearing aids off and on again to reset the timer (see page 40).

- For the best experience, connect the hearing aids to your phone using the Lexie app instead of the Bluetooth® menu on your phone.

Connect a different phone

You can store up to 20 phones in the hearing aid device lists.

To connect a different phone, see page 27.



Note: If a previously-connected phone is within range of the hearing aids, turn the Bluetooth® feature off on that phone before connecting a different phone.

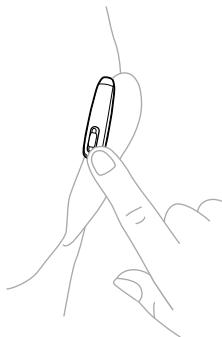
Clear the hearing aid device lists

Step 1:

Power on and wear both hearing aids (see page 40 and page 33).

Step 2:

On one of the hearing aids, press and hold the World Volume down button for 15 seconds until you hear “Bluetooth® device list cleared.”



Step 3:

Repeat step 2 for the other hearing aid.

Step 4:

Delete the hearing aids from the Bluetooth® list on your phone.

All devices are cleared, and the hearing aids are ready to connect.

8

Care and maintenance

Store the hearing aids

Maintain the hearing aids

Replacement components

Limited warranty

Returns and exchanges


Update the hearing aids

Store the hearing aids

To protect the hearing aids, store them in the case with the battery doors partially open when you're not using them.



WARNINGS

- **Do NOT store or replace batteries near where you store medication or near children.** Battery ingestion can cause serious harm. If you think that you or someone else has swallowed a battery or placed a battery inside any part of the body, seek immediate medical attention.
 -  **Keep and store device** and components out of reach of children. Contains small parts which may be a choking hazard.
- Note:** Before storing the hearing aids for an extended period of time, make sure to completely remove the batteries.



Maintain the hearing aids

To prevent damage and preserve sound quality, it's important to regularly maintain the hearing aids and replace components.

Keep the hearing aids dry

- Moisture can damage the hearing aids or cause them to fail.
- Never wear the hearing aids in the shower, bath, or pool.
- Protect the hearing aids from prolonged exposure to rain.
- Never apply hairspray, cologne, creams, or other cosmetics while wearing the hearing aids.

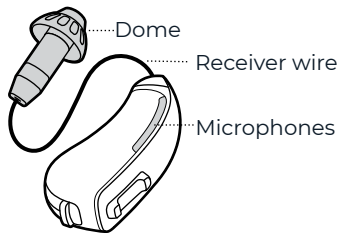
(i) Note: If the hearing aids become excessively wet

- Open both battery doors, remove the batteries, and leave the hearing aids and batteries in the case overnight with the lid open to dry.
- To thoroughly dry the hearing aids, store them in a container with desiccants or in a hearing aid drying case. This can help if you live in a humid climate or sweat often.

Daily maintenance

Maintain the domes and microphones:

After removing the hearing aids, remove earwax and debris from the domes and microphones using the provided hearing aid brush or a soft, lint-free cloth.



Weekly maintenance

Maintain the receiver wire and hearing aid body:

Wipe the outside of the receiver wire and hearing aid body with a soft, lint-free cloth.

Quarterly maintenance

Replace the domes: Replace the domes every 3 months (see page 64). If they become discolored or stiff, or if they fall off when you remove the hearing aids, replace them immediately.

Replace the wax guards:

Replace the white plastic screens at the ends of each receiver every 3 months. To order replacement wax guards, call the Lexie Contact Center. For contact information, visit: lexiehearing.com/us/contact.

If the wax guards get blocked by earwax buildup or you notice that the hearing aids sound quieter than usual, replace the wax guards and the domes immediately.

Follow the instructions in the Wax Guard Replacement Guide in order to replace your wax guards.

Wax guard



Yearly maintenance

Replace the receiver wires: Replace the receiver wires every year (see page 64). However, if the hearing aids sound quieter than usual or if the audio is crackly and/or intermittent after troubleshooting, you can replace the receiver wires sooner.

Consumables

Consumables can be ordered through the Lexie Contact Center.

Visit: lexiehearing.com/us/contact

Open or closed domes (sizes 1, 2, or 3)

Carrying case

Batteries (size 312)

Receiver wire (sizes 1, 2, or 3)

Hearing aid brush

Limited warranty

The hearing aids are covered by a limited warranty. Visit our website at lexiehearing.com/us/support for details of the limited warranty.

Returns and exchanges

Satisfaction is guaranteed on all Lexie products. We want you to be thrilled, so if you're not satisfied with your purchase for any reason, simply return it within the trial period for a full refund.

Important: Do not return any product without following the returns process, as explained in our Lexie Returns Policy (available at lexiehearing.com/us/returns-refunds-policy), or you will not be eligible for a refund.

Returns can be sent to 678 Mendelssohn Ave. N., Golden Valley, MN 55427 once a returns authorisation number has been allocated.

Update the hearing aids

The hearing aids update automatically when connected to the Lexie app. Follow the app instructions.



9

Troubleshooting

Try these solutions first

Other solutions

Dome troubleshooting

Receiver wire size troubleshooting

Try these solutions first

If you experience problems with the hearing aids, try these general solutions first:

- Open and fully close the battery doors (see page 40).
- Replace the batteries (see page 29).
- Download the Lexie app and run available software updates (see page 28).
- Make sure that your phone supports Bluetooth® Low Energy (also called Bluetooth® Smart). All phones that are compatible with iOS 10 and newer and most phones that are compatible with Android™ 5.0 and newer support Bluetooth® Low Energy.
- If Bluetooth® communication is disrupted while in proximity to a Wi-Fi® device or other 2.4 GHz ISM band emitter, move away from the potential interfering source by at least 10 feet (3 meters) to help regain connectivity.

- If your hearing aids do not operate as intended, including with the Lexie app, please ensure that they are paired with the appropriate phone.

Other solutions

If you could not resolve your issue, see the table below to identify symptoms and solutions to common problems. If you are unable to resolve your issue, contact the Lexie Contact Center.

Visit: lexiehearing.com/us/contact

Problem	Solutions
Hearing aids don't power on (no amplification)	<p>Make sure both battery doors are fully closed. You should feel two clicks.</p> <p>While wearing the hearing aids, close the battery doors and wait 3 seconds. If you hear a tone, the hearing aids are powering on (see page 40).</p> <p>Make sure both batteries are inserted correctly (see page 29).</p> <p>Clear any debris or grease from the inside of the battery compartment as it can prevent the battery from making contact.</p> <p>Replace the batteries (see page 29).</p>

Problem	Solutions
Unable to locate the Lexie app	<p>On your phone, open the App Store or Google Play Store and search for “Lexie app”</p> <p>Type lexiehearing.com/us/the-lexie-app-and-lexie-care-promise into the address bar of your phone’s web browser, not a search bar or separate search application.</p>

Problem	Solutions
Hearing aids don't connect to phone	<p>On your phone:</p> <ul style="list-style-type: none">• Turn the Bluetooth® feature off and then on.• Delete the hearing aids from the Bluetooth® list on your phone. Connect again. <p>Open and fully close both battery doors (see page 40). This causes the hearing aids to enter Bluetooth® pairing mode for 3 minutes. If it takes longer than that to connect them to your phone using the app, repeat to reset the timer.</p> <p>Move your phone closer to the hearing aids and away from any interference or obstructions.</p> <p>(continued on next page)</p>

Problem	Solutions
Hearing aids don't connect to phone	<p>(continued from previous page)</p> <p>If another previously-connected phone is within range, turn the Bluetooth® feature off on that phone.</p> <p>Clear the hearing aid device lists (see page 57).</p> <p>Connect the hearing aids to a different phone (see page 27).</p> <p>Replace the batteries (see page 29).</p>

Problem	Solutions
Lexie app doesn't work on phone	<p>Restart your phone.</p> <p>Make sure the Lexie app is compatible with your phone. Visit the Lexie page on the App Store or Google Play Store for compatibility information.</p> <p>Uninstall the Lexie app on your phone, then reinstall the app (see page 28).</p>
World Volume doesn't adjust	<p>Try adjusting World Volume using the hearing aid controls (see page 41).</p> <p>Try adjusting World Volume using the Lexie app (see page 42).</p> <p>Open and fully close both battery doors (see page 40).</p>

Problem	Solutions
Poor sound quality	<p>Clear any debris or wax buildup from the domes and microphones (see page 61).</p> <p>Dry the hearing aids: Open both battery doors, remove the batteries, and leave the hearing aids and batteries in the case overnight with the lid open (see page 53).</p> <p>Replace the batteries (see page 53).</p> <p>Make sure that the Balance controls are adjusted to your desired settings (see page 46).</p> <p>Replace the wax guards (see page 63).</p> <p>Replace the receiver wires (see page 63).</p> <p>Clear any debris or grease from the inside of the battery compartment as it can prevent the battery from making contact.</p>

Problem	Solutions
Hearing aids aren't loud enough (not enough amplification)	<p>Increase World Volume (see page 41).</p> <p>Clear any debris or wax buildup from the domes and microphones (see page 62).</p> <p>If you're using open domes, try replacing them with the same size closed domes (see page 85).</p> <p>Replace the wax guards (see page 63).</p> <p>Replace the receiver wires (see page 63).</p>

Problem	Solutions
Hearing aids are uncomfortable	<p>Make sure that you're putting the hearing aids on correctly (see page 33).</p> <p>Choose another dome size (see page 37). You may need a different size for each ear.</p> <p>Check whether you need a different size receiver wire (see page 38).</p> <p>It can take time to get used to the feeling of wearing hearing aids. If necessary, you can wear them for a few hours at a time to start (see page 50).</p>

Problem	Solutions
Hearing aids falling out of ears	<p>Make sure that you're placing the domes in your ears correctly. Remember to insert each dome deep into your ear canal until the receiver wire is flat against your ear and the dome feels secure (see page 34).</p> <p>Choose another dome size (see page 85). You may need a different size for each ear.</p>
Domes falling off	<p>Securely fasten the domes to the receivers (see page 87).</p> <p>Replace the domes (see page 63).</p>
Domes discolored or stiff	<p>Replace the domes (see page 63).</p>

Problem	Solutions
Dome stuck in ear	Contact a hearing healthcare professional for removal.
Lost domes	Contact the Lexie Contact Center for replacement domes (see page 64).

Problem	Solutions
Hearing aids whistle	<p>Make sure that you're placing the domes in your ears correctly. Remember to insert each dome deep into your ear canal until the receiver wire is flat against your ear and the dome feels secure (see page 34).</p> <p>Choose another dome size (see page 85). You may need a different size for each ear.</p> <p>If you're using open domes, try replacing them with the same size closed domes (see page 86).</p> <p>Decrease World Volume (see page 41).</p> <p>Excessive wax can cause your hearing aids to whistle. If whistling is not resolved by above mentioned actions, consider seeing your hearing healthcare professional.</p>

Problem	Solutions
Can't hear phone call	<p>On your phone, increase the volume.</p> <p>If you're in private, turn on speaker phone and hold your phone in front of you.</p> <p>Make sure you're not pressing your phone too hard against your ear. This can block the hearing aid microphones and cause the call to sound muffled.</p> <p>Try holding your phone so that the phone receiver is slightly above and behind your ear. This puts it closer to the hearing aid microphones.</p> <p>ⓘ Note: It can take some practice to learn how to hold your phone relative to the hearing aid. Experiment with different positions to find what works best for you.</p>

Problem	Solutions
Hearing aids whistle when on the phone	Tilt your phone receiver slightly away from the hearing aid on that ear.
Hearing aids sound different from each other	Adjust World Volume (see page 41). This syncs audio settings between the hearing aids.

Problem	Solutions
Sound of own voice is too loud	<p>Practice listening to new sounds and talking with a friend in a familiar environment before you use the hearing aids for conversation (see page 51).</p> <p>If you're using closed domes, try replacing them with the same size open domes (see page 86).</p> <p>Consider adjusting the treble or bass on your app to see if any improvement is perceived.</p>

Dome troubleshooting

Check if the domes are too big or too small

If one or both domes match the descriptions below, try a different dome size (see page 84).

✗ Too big:

- The dome feels painful or uncomfortable.
- It's difficult to insert the dome into your ear canal.
- The bend in the receiver wire close to the dome doesn't sit flat against your ear.

✗ Too small:

- The dome feels loose or insecure.
- If you shake your head and open your mouth, the dome feels painful or moves.

✓ Correct size:

- The dome feels secure, though it may feel strange at first.
- If you shake your head and open your mouth, the dome feels comfortable and doesn't move.

Dome sizes

The dome size is marked on the dome packaging as **size 1**, **size 2**, or **size 3**.



Size 2 open domes come attached to the hearing aids.



Note: Dome size doesn't relate to receiver wire length. You might have a different dome size and receiver wire size for the same hearing aid.

Try another dome size

If the domes don't feel comfortable or secure, choose another dome size.



Note: You may need to try all three dome sizes or use a different size dome for each ear.

Step 1:

Based on the sizing information on page 84, if the default size 2 domes are too big, try size 1. If they're too small, try size 3.

Step 2:

From the dome packaging, select the pair of domes that matches your current dome type (see page 86).

Step 3:

Change the domes (see page 87).

Dome types

Within each dome size, there are two types of domes: open and closed.

Open domes (attached to the hearing aids) help your voice sound more natural. They have holes around the center of the dome.



Closed domes provide more bass and allow you to comfortably use a higher World Volume setting.



Try another dome type

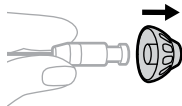
During first-time setup, use the default open domes and focus on finding the correct size for each ear.

After using the hearing aids for some time, if you feel like you need more amplification or hear whistling at higher World Volume settings, consider trying closed domes.

Change the domes

Step 1:

Hold the receiver and firmly pull the current dome off.



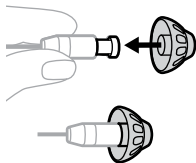
Step 2:

Choose a new dome size (see page 85) and/or dome type (see page 86).

- Note:** Each dome can work with either the left or right hearing aid.
-

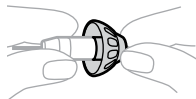
Step 3:

Align the opening of the new dome with the receiver and slide the dome firmly onto the receiver until it fits tightly against the ridge of the receiver. There should be no gap between the opening of the new dome and the ridge of the receiver.



Step 4:

Gently tug the dome to make sure that it's securely fastened on the receiver.



Note: Don't wear the hearing aid if the dome isn't secure. Otherwise, the dome could become stuck in your ear canal (see page 78).

Step 5:

Repeat steps 1 – 4 for the other hearing aid, if necessary.

Step 6:

Put on the hearing aids (see page 33).

Step 7:

Check your fit (see page 36).

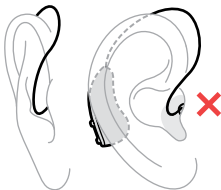
Receiver wire size troubleshooting

Check if the receiver wires are too long or too short

If one or both receiver wires match the descriptions below, use the provided receiver wire sizing tool to measure your exact size (see page 91). If you need a different size, you can order a free replacement.

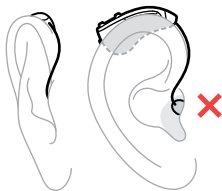
✗ Too long:

- The receiver wire bends away from your head or hangs above your ear.
- The hearing aid body sits far back behind your ear or feels loose.

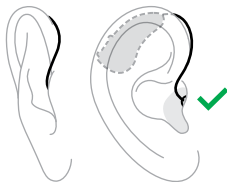


✗ Too short:

- The receiver wire feels tight or pulls the dome partially out of your ear canal.
- If you look straight in a mirror, you see the hearing aid body over the top of your ear.

**✓ Correct size:**

- If you shake your head, the hearing aid body feels secure.
- The receiver wire runs close to the side of your head.
- The hearing aid body sits near the top of your ear.



Measure your receiver wire size

Step 1:

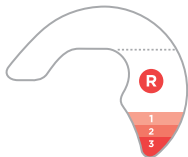
Ask a friend or family member to help (recommended). They can make things easier by checking that the receiver wire sizing tool is on your ear correctly and taking a photo for you.

- ① **Note:** If nobody's around to help, you can use a mirror to check the receiver wire sizing tool and use your phone camera to take a photo.
-

Step 2:

Locate the receiver wire sizing tool provided in the box.

You'll use it to measure which receiver wire size you need for each ear.



Step 3:

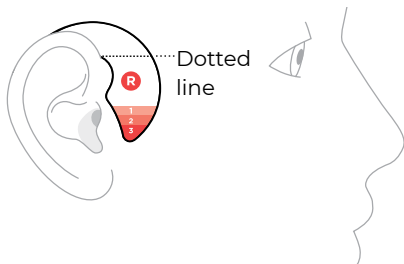
Compare the red and blue sides of the tool.

Use the red side to measure your right ear and the blue side to measure your left ear.

**Step 4:**

Place the tool on your right ear. It should hook around the front of your ear and lie flat against the side of your head.

Make sure that the dotted line near the top of the tool is level and aligned with the top of your ear.



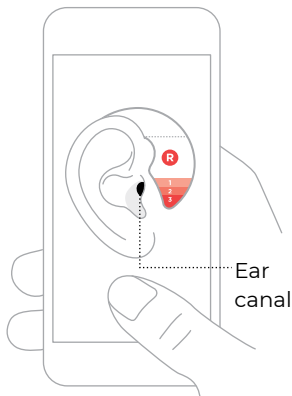
Step 5:

Ask a friend or family member to take a photo of your ear.

Make sure that you can see your ear canal in the photo.



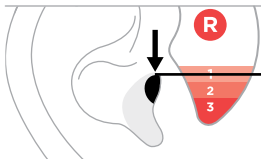
Note: If you're taking the photo yourself, rest your elbow on a surface and hold your phone facing you. Position yourself so that you can see your face in your phone's front-facing camera display. Then, turn your head and take a photo of your ear.



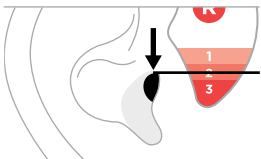
Step 6:

Look at the photo and see which colored band aligns with the top of your ear canal.

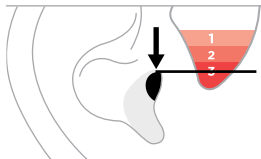
The number in the band is the receiver wire size you need.



Size 1



Size 2



Size 3

Step 7:

Repeat steps 4 – 6 for your left ear.



Note: You may need a different receiver wire size for each ear.



Step 8:

Compare your measurements for each ear.

- **If you need size 2:** Size 2 receiver wires come attached to the hearing aids, so you already have the correct size for that ear.
- **If you need size 1 or 3:** Order a replacement receiver wire through the Lexie Contact Center. Call (779) 212-7334. Visit: lexiehearing.com/us/support



10

Regulatory and legal information

Symbols and descriptions

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.

Changes or modifications not expressly approved by Lexie Hearing could void the user's authority to operate this equipment.

This device complies with part 15 of the FCC Rules. 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.

This device complies with FCC radiation exposure limits set forth for general population. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

FCC ID: 2A7MGLB1001

Radio Technology: Bluetooth® Low Energy (BLE) and proprietary technologies.

Radio Transceiver Frequency Range: 2.4 to 2.4835 GHz

Radio Receiver Bandwidth: 2 MHz

Modulation Type: 1 Mb/s and 2 Mb/s GFSK

Peak Effective Isotropic Radiated Power: 0 dBm

This equipment has been tested and found to comply with the limits per CISPR 11 class B.



This symbol means the product must not be discarded as household waste, and should be delivered to an appropriate collection facility for recycling. Proper disposal and recycling helps protect natural resources, human health and the environment. For more information on disposal and recycling of this product, contact your local municipality, disposal service, or the shop where you bought this product.


Operating Conditions:

 Temperature Range: 32°F – 104°F (0°C – 40°C)

 Humidity Range: 0 – 95% RH

 Pressure Range: 70 – 110 kPa

Storage/Transport Conditions:

 Temperature Range: -13°F – 158°F (-25°C – 70°C)

 Humidity Range: 0 – 90% RH

 Pressure Range: 70 – 110 kPa

Time to warm from minimum storage temperature before use: 1 hour (ambient temperature 68°F or 20°C)

Time to cool from maximum storage temperature before use: 1 hour (ambient temperature 68°F or 20°C)


Dimensions (Single Hearing Aid):

Overall with receiver wire : 33 mm long x 23 mm wide x 18 mm thick

Overall without receiver wire : 30 mm long x 14 mm wide x 8 mm thick

Expected Service Life of Product and Components:

2 Years

Classification: The hearing aids are classified as a Type B Applied Part, 
IEC 60601-2-66



This product does not contain natural rubber latex.



This product is provided non-sterile.



Do NOT use if package is damaged.

The Lexie B1 Hearing Aids, Powered by Bose, comply with the following domestic and international regulations for medical devices:

IEC 60601-1
60601-1-2
IEC 60601-2-66

IEC 60601-1-6
IEC 60601-1-6
FCC 47 Part 15.247

Features per ANSI/CTA-2051

Feature Category	The Lexie B1 Hearing Aids, Powered by Bose
Fixed or Level-Dependent Frequency Equalization	have level-dependent frequency equalization that is adjusted via user controls.
Level-Dependent Gain/Compression	utilize 12-channel wide dynamic range compression to make conversation easier without making loud sounds too loud.
Noise Reduction	make steady noises (like vacuum cleaners, air conditioners, etc.) less loud.
Signal-to-Noise Ratio Enhancement	have user-selectable directional microphones to emphasize sounds from in front, making conversations in noisy places easier.
Feedback Control	reduce feedback (whistling).

Feature Category	The Lexie B1 Hearing Aids, Powered by Bose
Personalization	are self-tuned by the user either via an app on a smart device (phone or tablet) or by using the on-device controls. Individual hearing thresholds are not required to personalize the amplification settings.
Coupling to the Ear	have a user-adjustable fit for greater comfort and better sound quality. The dome is a soft, conical, open or closed tip that rests deep in the ear canal.
Wireless Connectivity	use Bluetooth® technology to control the hearing aids via a paired smart device.

Guidance and Manufacturer's Declaration – Electromagnetic Emissions

The hearing aid is intended for use in the electromagnetic environment specified below. The user of the hearing aid should ensure that it is used in such an environment.

Emissions Test	IEC60601 Test Level	Compliance Level	Electromagnetic Environment Guidance
RF emissions CISPR 11	Group 1	Group 1	The hearing aid uses RF energy only for its-internal function. Therefore, its RF emissions are very low and are not likely to cause any interference in nearby electronic equipment.

RF emissions CISPR 11	Class B	Class B	The hearing aid is suitable for use in all establishments, including domestic establishments and those directly connected to the public low-voltage power supply network that supplies buildings used for domestic purposes.
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Guidance and Manufacturer's Declaration – Electromagnetic Emissions

The hearing aid is intended for use in the electromagnetic environment specified below. The user of the hearing aid should ensure that it is used in such an environment.

Immunity Test	IEC60601 Test Level	Compliance Level
Electrostatic discharge (ESD) IEC 61000-4-2	+/- 8 kV contact +/- 15 kV air	+/- 8 kV contact +/- 15 kV air
Radiated RF EM Fields IEC 61000-4-3	10 V/m 80 MHz – 2.7 GHz 80% AM at 1 kHz	10 V/m 80 MHz – 2.7 GHz 80% AM at 1 kHz

Immunity Test	IEC60601 Test Level	Compliance Level
Proximity fields from RF wireless communications equipment IEC 61000-4-3	9 V/m; 710, 745, 780 MHz; Pulse modulation 18 Hz	9 V/m; 710, 745, 780 MHz; Pulse modulation 18 Hz
	9 V/m; 5240, 5500, 5785 MHz; Pulse modulation 217 Hz	9 V/m; 5240, 5500, 5785 MHz; Pulse modulation 217 Hz
	27 V/m; 385 MHz; Pulse modulation 18 Hz	27 V/m; 385 MHz; Pulse modulation 18 Hz
	28 V/m; 450 MHz FM +/- 5 kHz deviation; 1 kHz sine	28 V/m; 450 MHz FM +/- 5 kHz deviation; 1 kHz sine
	28 V/m; 810, 870, 930 MHz; Pulse modulation 18 Hz	28 V/m; 810, 870, 930 MHz; Pulse modulation 18 Hz
	28 V/m; 1720, 1845, 1970, 2450 MHz; Pulse modulation 217 Hz	28 V/m; 1720, 1845, 1970, 2450 MHz; Pulse modulation 217 Hz

Measurements per ANSI/CTA-2051:2017	Result
Maximum output (OSPL90) curve	See Figure 1
Maximum output (OSPL90)	112 dB SPL
High-frequency average (HFA) OSPL90	106 dB SPL
High-frequency average full-on gain (HFA-FOG)	30 dB
Reference test gain	29 dB
Frequency response curve	See Figure 2
Frequency response range	100 - 7000 Hz
Total harmonic distortion + noise	2.5%
Equivalent input noise	< 23 dB SPL typical, < 27 dB SPL max
Self-generated noise	26 dBA
Latency	5.5 ms
Battery current drain	2.8 mA
Estimated battery life	4-5 days

Actual battery life varies depending on volume setting, listening environment and battery age.

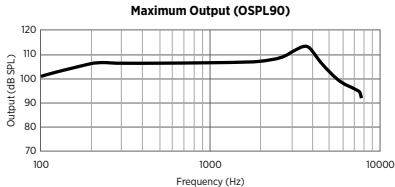


Figure 1: Nominal OSPL90 curve as measured in a 2 cc coupler.

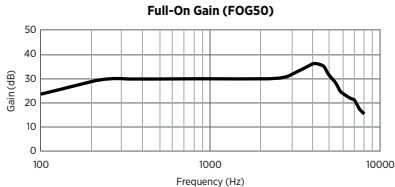


Figure 2: Nominal frequency response curve as measured in a 2 cc coupler.

Please complete and retain for your records

The serial numbers are located on the bottom of each hearing aid.

Serial number: _____

Model number: LB1001

Please keep your receipt with this document.

Proper operation of your Lexie Hearing product requires a safe, private, and secure operating environment. To ensure your security, Lexie Hearing recommends following best practices for securing your home network and mobile device. For more information, refer to the US Federal Trade Commission's guidance on online security. Visit: consumer.ftc.gov

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


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REF

LB1001

Symbols and descriptions

Symbol	Description	Symbol	Description
	Batch code		Does not contain latex
	Bluetooth®		Do not use if package is damaged
	Catalogue number		Downloads
	Caution		Forum
	Choking hazard		Keep the device dry
	Consult instructions for use		Manufacturer
	Customer support		Magnetic material
	Date of Manufacture		Note

Symbol	Description	Symbol	Description
	Non-sterile		Type B applied part
	Phone		Videos
	Serial number		Waste Electrical and Electronic Equipment Directive symbol
312	Size 312 zinc-air battery		Humidity Range
	Temperature range		MRI unsafe
	Pressure range		



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