

lexie<sup>®</sup>

## User Manual



### Lexie B2 Plus Hearing Aids

Powered by Bose

Self-fitting OTC Hearing Aids

\*Product branding may differ on actual product.

**POWERED BY  
BOSE**

## 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 or 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 B2 Plus hearing aids. to ensure personal safety and correct use. Contact the Lexie Contact Center for support if your hearing aids don't perform as described in this user manual.
- 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 damage to the hearing aid.


- In some acoustic environments, overamplification can cause discomfort and damage to the wearer's hearing.
- 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 and follow the hearing aid care and maintenance instructions to prevent damage to the hearing aid due to earwax buildup.
- 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.
- 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.
- Take care not to drop the hearing aids or charging case as this could cause it to malfunction.
- If your physician prescribed ear drops, clean any moisture that may get into the hearing aid.


## 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.**  
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.

**i Note: If you receive the product with a broken seal.**

If you receive the product opened, or with the seal broken/not in tact, or if the product appears to have been tampered with, please return the product and refrain from using it.

## 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 B2 Plus Hearing Aids, Powered by Bose.



For additional information on the use of these OTC hearing aids after going through the contents of this guide, contact (800) 499-1336 or visit [www.lexiehearing.com](http://www.lexiehearing.com).

## 1. Safety and health information

Intended use	15
Indications for use	15
Clinical data	15
Hearing healthcare information	16
Important safety instructions	18
Warnings	19
Cautions	21

## 2. Set up the hearing aids

What's in the box	25
Hearing aid overview	26
Connect your phone	27
Download the Lexie app	28
Power on	29
Optional hearing test	30

## 3. How to wear

Put on the hearing aids	34
Check your fit	37

## 4. Hearing aid and app controls

Power on	41
Power off	42
World Volume	45
Treble and Bass	47
Directionality	48
Balance	50
Environment settings	52
Mute	54
Listen to phone calls without streaming	55
Listen to phone calls with streaming	56

## 5. Adjusting to the hearing aids

What to expect	63
----------------	----

## 6. Battery

Charge the hearing aids and case	66
Charging time	67
Check the battery level	69

## 7. Battery charging status

Charging status lights	72
------------------------	----

## 8. Bluetooth® connections

Connect your phone	75
Connect a different phone	76
Clear the hearing aid device lists	76

## 9. Care and maintenance

Store the hearing aids	79
Maintain the hearing aids	81
Charging case	84
Accessories	85
Limited warranty	86
Returns and exchanges	86
Update the hearing aids	87
Repairs and replacement	87

## 10. Troubleshooting

Try these solutions first	89
Other solutions	90
Dome troubleshooting	107
Receiver wire troubleshooting	113

## 11. Regulatory and legal information

Symbols and descriptions	138
--------------------------	-----

# 1

## Safety and health information

Intended use

Indications for use

Clinical data

Hearing healthcare information

Important safety instructions

Warnings

Cautions

### **Intended use**

The Lexie B2 Plus Hearing Aids, Powered by Bose, are a pair of OTC user-fitted wireless air conduction hearing aids intended for use by individuals 18 years and older with perceived mild to moderate hearing impairment.

### **Indications for use**

Lexie B2 Plus Hearing Aids, Powered by Bose, are intended to amplify sound for individuals 18 years of age or older with 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 self fitting technology contained in the Lexie B2 Plus Hearing Aids, Powered by Bose, compared with professional fitting of the same device.

### 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. You should keep in mind that it can take time to become accustomed to hearing new sounds.

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.

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



This product contains magnetic material. The recommendation is to keep your hearing aids 6 inches (15 cm) away from magnetically susceptible medical devices which may include but are not limited to pacemakers, ICDs, cochlear implants, neurotransmitters, stents and shunts. Consult your physician to determine if it may affect any implantable medical device you have.



### WARNINGS



**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.
- 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.

**⚠ WARNINGS**

- To avoid risk of injury, use this product only with an agency-approved power supply, such as a USB wall charger or computer, that meets local regulatory requirements (e.g., UL, CSA, VDE, CCC) and complies with one of the following or equivalent test standards: IEC 60601-1, IEC 62368-1, IEC 60065, or IEC 60950-1.
- Avoid using the hearing aids adjacent to other equipment, other than as instructed in this manual, as it could result in improper operation. If such use is necessary, observe the hearing aids and other equipment to verify that they are operating normally.

**⚠ WARNINGS**

- Avoid use of accessories, transducers, and cables not specified or provided by the manufacturer as it could result in increased electromagnetic emissions or decreased electromagnetic immunity as well as improper operation of the hearing aids and charging case.

**⚠ WARNINGS**

- Ensure using adaptors that have been certified by recognized safety organizations to ensure they meet safety and performance requirements. Using non-compliant adaptors can lead to electrical malfunctions, fires or other dangers.

**⚠ 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.

### CAUTIONS

- 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 (800) 499-1336 and speak to a Lexie Expert®. Visit: [lexiehearing.com/us/contact](https://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 your ears 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.
- Be careful not to activate a setting if it could compromise your ability to hear important environmental sounds. For example, don't activate the mute setting while driving.

## 2

## Set up the hearing aids

What's in the box

Hearing aid overview

Connect your phone

Download the Lexie app

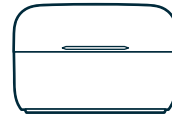
Power on

Optional hearing test

## What's in the box



Lexie B2 Plus hearing aids, powered by Bose (1 pair)



Charging case (1)



USB Type-C® to USB-A cable (1)



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



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



Hearing aid brush (1)

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



Wax guard pack (1)  
(8 per pack)

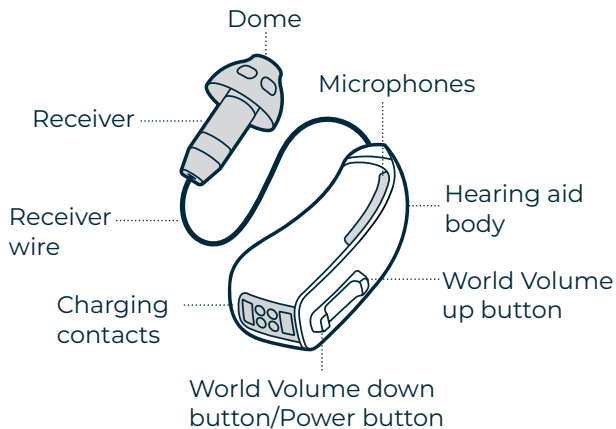


Wire sizing tool (1) (see page 113)

**Note:** If any part of the product is damaged, don't use it. Call (800) 499-1336 and speak to a Lexie Expert®.

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

## Hearing aid overview



### **Note:**

Before using the hearing aids, remove the pull-out label from inside the case. Your hearing aids should have enough charge for first use. However, since there can be a delay between buying and using them, it's best to fully charge them before using them.

## 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:**

Power on the hearing aids (see page 41).

### **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 enables you to set up the hearing aids either manually or by using recommended settings when you complete an optional hearing test. You can also adjust the hearing aids and manage settings through the Lexie app.

#### Step 1:

On your smartphone, use your web browser to visit [lexiehearing.com/us/the-lexie-app-and-lexie-care-promise](http://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™.



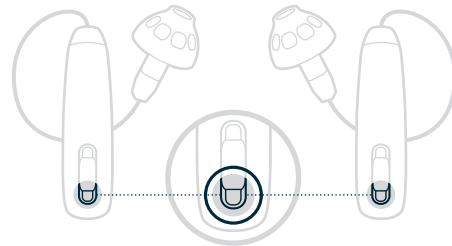
#### Step 2:

Power on the hearing aids so the app can find them (see page 41).

### Power on

#### Step 1:

To power on, press the World Volume down buttons for 3 seconds on each hearing aid before releasing them.



If you are wearing the hearing aids, after 3 seconds the hearing aids will play a tone. 6 seconds later, the hearing aids power on.

#### **(i) Notes:**

- This delay gives you time to put on the hearing aids before the microphones turn on. This helps prevent the hearing aids from whistling.
- After powering on, the hearing aids enter Bluetooth pairing mode for 3 minutes. If it takes longer than that for you to connect them to your phone using

the app, power the hearing aids off and on again to reset the timer (see page 41 and page 42).

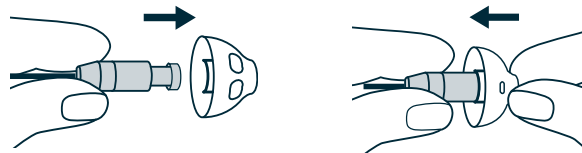
- After the initial pairing, your hearing aids will connect automatically to the device.

### Step 2:

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

### Optional hearing test

- After viewing the video tutorials, you will be given the option of completing a hearing test to customize your hearing aids based on your unique hearing profile.
- To complete the hearing test, please **remove the open dome** (currently attached to your hearing aids) and attach a **CLOSED dome** (see page 111) which you will find in the accessories box. Following completion of the test, select a dome that fits comfortably.



- In order to ensure accurate results, make sure that you perform your hearing test in a **quiet environment** free of distractions and that **ears are clear of wax buildup**.
- Follow the instructions presented to you in the Lexie app. The results from the hearing test are used to calculate recommended settings for your hearing aids and improve its usability. You have the choice to apply or reject these **recommended settings**.
- The hearing test is an optional feature within the Lexie app. Should you opt to skip the test, you can always complete the test and apply recommended settings later (see page 52).



- The Lexie app applies default settings to your hearing aids should you skip the hearing test or do not apply the recommended settings following the test. These default settings can be adjusted to your hearing needs via the Lexie app features.

**Note:**

After completing the app tutorials, if you'd like more information about wearing or using the hearing aids, see section 3 “How to wear” and section 4 “Hearing aid and app controls” of this user manual.

# 3

## How to wear

Put on the hearing aids

Check your fit

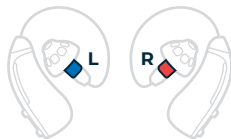
## Put on the hearing aids

### 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:

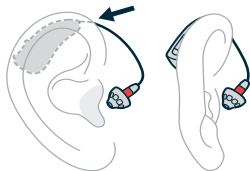
Compare the left and right hearing aids. The left hearing aid has a blue receiver, and the right hearing aid has a red receiver.



### 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 receiver wire should wrap around the front of your ear.

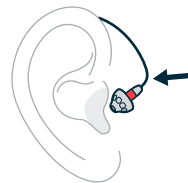


**TIP:** If you wear glasses, place the hearing aid between your glasses and your ear.



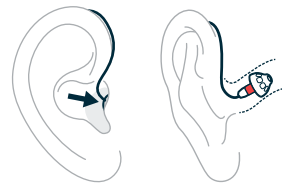
### Step 3:

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.



**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 38).

**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 37).

**To remove the hearing aids**

Hold the receiver wire close to the dome and gently remove the dome end of the receiver wire 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 62).
- 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 107). 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.

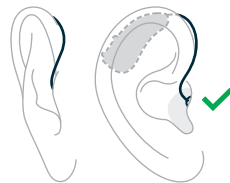
The provided receiver wires will fit most ears. However, you might need longer or shorter receiver wires or a different size for each ear.

#### ⓘ 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 113). If it is, you can order a free replacement.

# 4

## Hearing aid and app controls

Power on

Power off

World Volume

Treble and Bass

Directionality

Balance

Environment settings

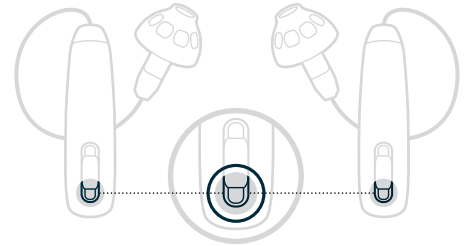
Mute

Listen to phone calls without streaming

Listen to phone calls with streaming

### Power on

To power on, press the World Volume down buttons for 3 seconds on each hearing aid before releasing them.



If you are wearing the hearing aids, after 3 seconds the hearing aids will play a tone. 6 seconds later, the hearing aids power on.

#### **(i) Notes:**

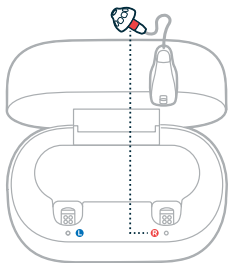
- This delay gives you time to put on the hearing aids before the microphones turn on. This helps prevent the hearing aids from whistling.
- After powering on, the hearing aids enter Bluetooth pairing mode for 3 minutes. If it takes longer than that for you to connect a new phone using the app, power the hearing aids off and on again to reset the timer (see page 41 and page 42).

## Power off

### Step 1:

Match the right hearing aid to the right side of the charging case.

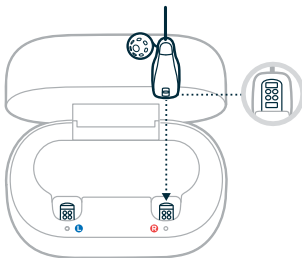
The right hearing aid has a red receiver, and the right side of the charging case has a red marking.



### Step 2:

Align the charging contacts on the hearing aid with the charging pins on the right side of the case.

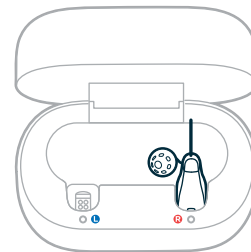
The back of the hearing aid should face toward you.



### Step 3:

Place the hearing aid in the case until it magnetically snaps into place.

If the case is connected to power, the status light on that side of the case glows according to charging status (see page 72).



### Step 4:

Repeat steps 1 – 3 for the left hearing aid.

### **Note:**

The hearing aids switch off automatically when returned to the charging case.

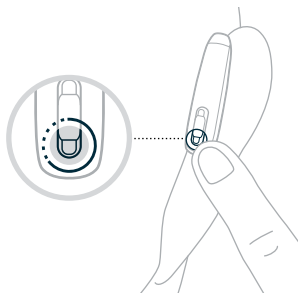
### Power off using the hearing aid controls

If you don't have the case nearby, you can also power off the hearing aids using the hearing aid controls.

#### Step 1:

While wearing the hearing aids, press and hold the World Volume down button on one of them for 3 seconds, then release.

You hear a tone as the hearing aid powers off.



#### Step 2:

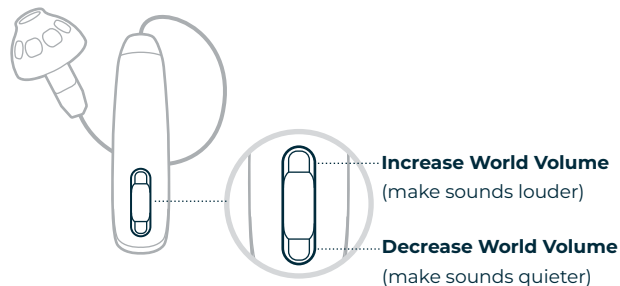
Repeat for the other hearing aid.

## 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:

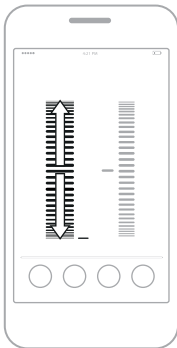
- Pressing the World Volume buttons on either hearing aid adjusts World Volume in both ears.
- To quickly adjust World Volume, press and release either World Volume button multiple times.

### 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 quieter): Drag the World Volume wheel down.

The number next to the wheel shows the new setting. The higher the number, the louder that sounds are.



## Treble and Bass

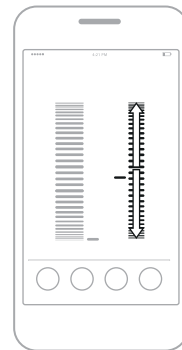
You can make voices sound clearer using the Treble and Bass controls in the Lexie app.

### 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.

The number next to the wheel shows the new setting. The higher the number, the more Treble or Bass you hear, depending on whether the wheel is above or below the center line.







## 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
 <b>Everywhere</b>	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.

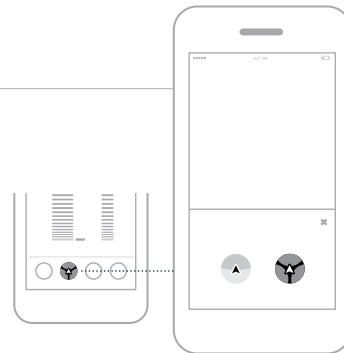
Directionality setting	Description	When to use
 <b>Front</b>	Helps you hear sounds in front of you. Better for conversations when background noise is present.	Use when having a conversation in a noisy environment, like a restaurant or a party.

### 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.

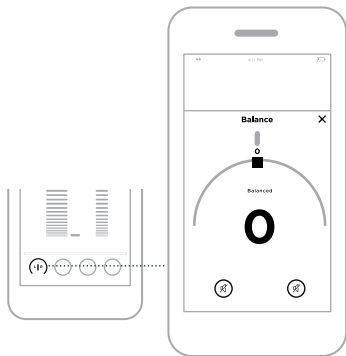
**Balance**

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.

**Note:**

The Memory Recall Function allows your hearing aids to revert back to the last used setting every time you switch them back on.

## Environment settings

Environment Settings - **Noisy Indoors, Outdoors, Music, Everyday and Recommended Settings** - are groups of settings you can select and quickly switch between depending on your listening situation.

Any of the Environment Settings can be customized to your listening preference by adjusting the features within the Lexie app. Alternatively create up to 10 of your own environment settings and save them in the app (see page 53 and 54)

### **Notes:**

The Environment Settings are NOT customized for your hearing needs, with the exception of the Recommended Settings Environment which applies suggested values based on your hearing profile from your most recent hearing test.

### **Notes:**

Select Recommended Settings Environment to view the recommended settings following completion of the hearing test.

## 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.



Click on the Recommended Settings to complete a hearing test at any time. Ensure the hearing aids are fitted with closed domes when completing the hearing test.

## How to create and save up to 10 of your own Environment Settings:


1. From the Lexie app home screen, customize the adjustable features to your preference.
2. Select the Environments button located at the bottom right of the app home screen.
3. Select the blue bar in the middle of the screen titled *"Save current settings as an environment"*.

4. Follow app instructions to either “*overwrite*” the Environment Setting you are currently using or “*Create New*”.
5. To view your newly created environment settings, return to the Lexie app home screen and click on the Environments button located at the bottom of the screen.

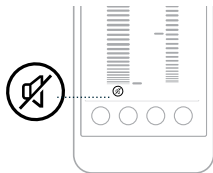
## Mute

The mute function adjusts settings so that you hear sounds as if you weren't wearing the hearing aids.

### Mute the hearing aids

In the Lexie app, from the home screen, tap the  button below the World Volume wheel.

To unmute, tap again.



**TIPS:** You can also unmute by adjusting World Volume using the hearing aid controls.

## WARNING

Be careful not to activate some hearing aid settings if doing so could compromise your ability to hear important environmental sounds. For example, don't activate the mute setting when you are driving.

## Listen to phone calls without streaming

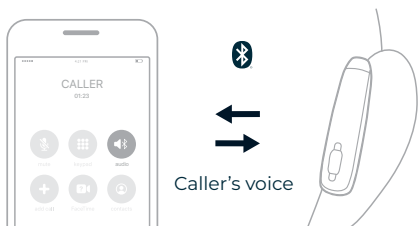
During phone calls, hold your phone to your ear like you normally would. The hearing aid microphones amplify sound from your phone speakers.

### Tips for clear phone calls

- On your phone, increase the volume until you can comfortably hear the call.
- If you're in a private area, turn on speaker phone and hold your phone in front of you.
- 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 or your hearing aids to whistle.

## Listen to phone calls with streaming

Streaming phone calls directly to your Lexie B2 Plus hearing aids Powered by Bose has the advantage of hearing your caller in both ears instead of one, with the potential to increase audibility, making it easier for you to hear them.



### **Note:**

Streaming functionality is designed for phone calls. While music and media streaming is possible, it is not recommended.

## Steps to connect your hearing aids to an iPhone:

Your iPhone should have *Bluetooth*<sup>®</sup> and your hearing aids need to be paired with it. If your hearing devices aren't listed in Settings > Accessibility > Hearing Devices, you need to pair them with your iPhone by following these steps:

1. Ensure your hearing aids are fully charged and switched on before pairing. (see page 41 )
2. On your iPhone, go to Settings > *Bluetooth* to ensure *Bluetooth* is turned on.
3. On your iPhone, go to Settings > Accessibility > Hearing Devices.
4. When the name and/or model number of your hearing aid/s appears on the screen, tap the name and respond to both pairing requests (pairing can take up to 60 seconds).
5. You will now hear your iPhone ringtone and message alerts directly through your hearing aids.

### Steps to connect your hearing aids to an Android phone:

If you completed the “setting up” process (see page 27), your hearing aids should be paired to your smartphone and ready to stream phone calls provided that *Bluetooth* is enabled on your phone. Lexie cannot guarantee streaming compatibility with all Android™ devices.

If you are unable to stream phone calls, complete the following steps:

1. Ensure your hearing aids are switched on (see page 41) with sufficient battery life to stream phone calls.
2. Ensure *Bluetooth* is turned on in the Settings screen of your smartphone.
3. Open the Settings app on your phone.
4. Go to the *Bluetooth* section.
- 5.1 If you see one Lexie B2 Plus device under the Paired Devices list - make sure that it is connected (if not, select it to connect).

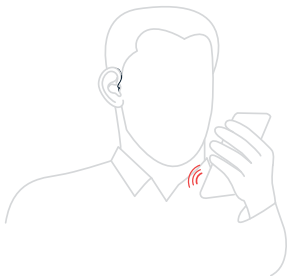
- 5.2 If you can see two Lexie B2 Plus devices under the Paired Devices list, select each to connect to them (once both devices are connected they should combine into a single connected device “Lexie B2 Plus hearing aids Powered By Bose”.)
- 5.3 If you do not see any Lexie B2 Plus devices under the Paired Devices list, select the option to scan for *Bluetooth* devices. Both of your Lexie B2 Plus hearing aids should appear in the Available Devices section. Select each device from the list and accept any prompts given by your phone regarding *Bluetooth* pairing. Both options should now appear under the Paired Devices list. Follow step 5.2 to complete the connection.

#### **Note:**

Hearing aid call streaming is possible with Android devices with the OS version Android 11 or higher. It is recommended that your device be on the latest available operating system to get the best possible performance. Not all Android phones offer this feature so please check with your cell carrier to ensure call streaming is available and enabled on your device.

### Tips for streaming phone calls

- To make or receive a call, use your phone as you normally would from the screen on your phone.
- Speak into your phone by holding your phone near your mouth. There is no need to hold the phone up to your ear or use the speakerphone function.



#### **Note:**

When using the phone call streaming functionality, your hearing aid battery might drain more quickly.

- Should you want to change the phone call delivery mode from streaming to standard phone or speakerphone, press the Speaker icon on the phone screen and choose your preferred method.



- While on a call, you can still adjust the volume using the button on the back of your hearing aids or the volume buttons of your phone.

#### **Note:**

If you are struggling to achieve a comfortable, acceptable sound experience with your Lexie B2 Plus devices despite applying troubleshooting tactics, contact our team of Lexie Experts® for support. Call (800) 499-1336.

# 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 108).
- 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 might seem loud or different. You may also notice background noises that you haven't heard for a long time. 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

Charge the hearing aids and case

Charging time

Check the battery level

## Charge the hearing aids and case

### WARNING

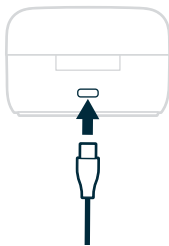
To avoid risk of injury, use this product only with an agency-approved power supply, such as a USB wall charger or computer, that meets local regulatory requirements (e.g., UL, CSA, VDE, CCC) and complies with one of the following or equivalent test standards: IEC 60601-1, IEC 62368-1, IEC 60065, or IEC 60950-1.

#### Step 1:

Always make sure that the hearing aids and charger are dry and clean before charging.

#### Step 2:

Connect the small end of the USB cable to the port on the back of the charging case.  
(continued on next page)



#### Step 3:

Connect the other end to a USB-A wall charger or computer that complies with industry safety standards to prevent potential hazards.

#### Step 4:

Place both hearing aids in the case (see page 42).

The status lights glow according to the charging status (see page 72).

#### Note:

The hearing aid and charging case contains a built-in and nonremovable rechargeable lithium-ion battery. It can be taken onto airplanes as carry-on luggage.

#### Charging time

The hearing aids take 3 hours to fully charge

The charging case takes 3 hours to fully charge

Please note it will take longer for the hearing aids to charge if they are in the charging case while the charging case is also charging.

**Note:**

- Your hearing aids can be used for up to 18 hours on a single, full charge.
- Battery life per single charge is variable as a result of different volume levels, wearing times and active streaming.
- A fully charged charging case can charge your hearing aids once.

**WARNING**

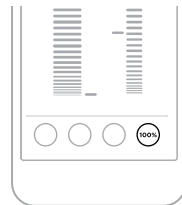
The usage of this device by individuals with cognitive impairment should be supervised at all times to ensure their safety. The hearing aid is a small device that contains small parts. Do not leave children and individuals with cognitive impairment unsupervised with this hearing aid. If swallowed, consult a physician or hospital immediately as the hearing aid or its parts can cause choking! Keep the charging case out of reach of children, individuals with cognitive impairment, and pets. If the drying capsule is swallowed, consult a physician or hospital immediately.

**Note:**

Battery will over-discharge if too much time elapsed since charging hearing aids or case. Fully charge the hearing aids and charging case at least every 3 months if not in use for extended periods of time.

**Check the battery level****While using the hearing aids**

- In the Lexie app, from the home screen, tap the Battery button to view the battery level.
- If you hear “Battery low,” from one of the hearing aids, charge the hearing aids.

**While charging the hearing aids**

When you place the hearing aids into the charging case, the status lights glow according to the charging status (see page 72).

**Note:**

- Do not cover the charging case with a cloth or other object while charging.
- Do not hold the wires of the hearing aids to remove the hearing aids from the case, this can damage the wires.
- Your hearing aids should have sufficient charge for initial use, but your charging case will not. Remember to charge the charging case before you charge the hearing aids for the first time.

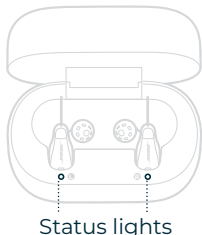
# 7

## Battery charging status

Charging status lights

## Charging status lights

The charging status lights are located on the edge of the charging case next to each hearing aid. They show the charging status of the hearing aids and charging case.



Light Activity indicators for the hearing aids and rechargeable charging case					
	Solid Light Pink	Solid White	Flashing Light Pink	Flashing White	Flashing Red
Hearing aids inside the case and the case is plugged in					
Both hearing aids and the case are charging			X		Charging error. See "hearing aids don't charge" on page 98-99
Hearing aids are fully charged, but the charging case is still charging	X				
Both hearing aids and the charging case are fully charged		X			

	Solid Light Pink	Solid White	Flashing Light Pink	Flashing White	Flashing Red
The hearing aids are still charging, but the charging case is fully charged				X	Charging error. See "hearing aids don't charge" on page 98-99
Hearing aids inside the case and NOT plugged in					
Hearing aids are charging				X	Charging error. See "hearing aids don't charge" on page 98-99
Hearing aids are fully charged		X			
Charging the case without the hearing aids inside					
Case is charging	X				Charging error. See "hearing aids don't charge" on page 98-99
Case is fully charged		X			

Every time you charge the hearing aids using the charging case (while not connected to a power supply), you will need to recharge the charging case. Even when the status light remains ON, the charging case needs to be recharged each time.

# 8

## 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:**

Connecting your hearing aids to your phone enables you to control your devices using the app. The app itself does not allow wireless streaming of music or phone calls from your phone. However, once your hearing aids are paired with your phone you should be able to stream phone calls directly via the wireless *Bluetooth* connection.

## 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 41 and page 42).

- 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.

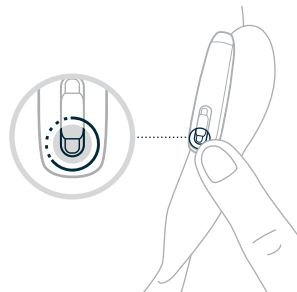
## Clear the hearing aid device lists

### Step 1:

Power on and wear both hearing aids (see page 41 and page 42).

### 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.

## 9

## Care and maintenance

Store the hearing aids

Maintain the hearing aids

Charging case

Accessories

Limited warranty

Returns and exchanges

Update the hearing aids

## Store the hearing aids

To protect the hearing aids, store them in the charging case with the lid closed when you're not using them.

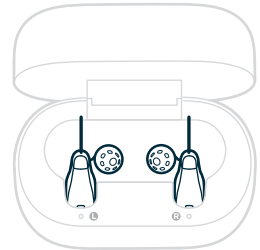
 **WARNING**

 **Keep and store device and components out of reach of children.**

Contains small parts which may be a choking hazard.

 **Note:**

- Don't store the hearing aids in the case if they're wet (see "Moisture" on page 81).





**Note:**

- Storage recommendations for extended periods of time
  - Make sure to fully charge the hearing aids and charging case before storing.
  - Store them at a temperature between 32°F – 86°F (0°C – 30°C) for best battery performance.
  - Fully charge your hearing aids and charging case at least every 3 months to prevent the battery reaching a state of “deep discharge.” This will prolong the battery life.
  - If the battery has reached a state of “deep discharge” after extended storage periods, charging time will take longer than the standard indicated hours.

## Maintain the hearing aids

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

### Moisture

Moisture can damage the hearing aids and charging case or cause them to fail.

### Keep the hearing aids and charging case dry

- 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.
- Before placing the hearing aids in the case, remove any residual sweat or moisture from the charging contacts (see page 83).

### If the hearing aids or charging case gets excessively wet

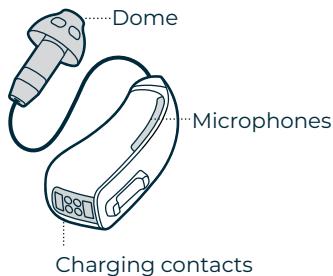
- Remove moisture with a soft, lint-free cloth. Unplug the case, and open the lid. Place the case and the hearing aids separately in a dry place to dry overnight.

**TIP:** If you live in a humid climate or sweat often, it may help to periodically dry the hearing aids more thoroughly. To do so, after removing residual moisture and charging the hearing aids, remove them from the case and store in a container with drying capsules overnight.

### Daily maintenance

#### Maintain the domes and microphones:

After removing the hearing aids, use the provided hearing aid brush or a soft, lint-free cloth to clean the inside



and outside of the domes and microphones. Also, clean the wax guard while the dome is off.

**Maintain the charging contacts:** Remove moisture from the charging contacts with a soft, lint-free cloth.

### Weekly maintenance

**Maintain the receiver wire, hearing aid body, and charging pins in the case:** Use a soft, lint-free cloth to wipe the receiver wire and hearing aid body and remove moisture from the pins.

### Quarterly maintenance

**Replace the domes:** Replace the domes every 3 months (see page 111). 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 wax guards at the ends of each receiver every 3 months (see page 85). If the wax guards get blocked by earwax



buildup or you notice that the hearing aids sound quieter than usual, replace them and the domes immediately.

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

## Yearly maintenance

**Replace the receiver wires:** Replace the receiver wires every year. If the hearing aids sound quieter than usual or if audio is crackly or intermittent, replace the receiver wires immediately.

## Charging case

- When you disconnect the power cord, grasp and pull the plug, not the cord.
- Never use a damaged charger or charge cable. A damaged and incorrectly reassembled charger or cable can cause electric shock or fire when the product is used.
- Do not attempt to disassemble the charger as it

may expose you to dangerous electric shock, and cause the warranty to terminate.

- Avoid charging your product in extremely high or low temperatures and do not use the charger outdoors or in damp areas.
- Only recharge the charging case with the cable supplied together with this product, supplied by the manufacturer.

## Accessories

Accessories can be ordered through the Lexie Contact Center.

- Open or closed domes (sizes 1, 2, or 3)
- Hearing aid brush
- Charging case
- Drying capsules
- Receiver wire (sizes 1, 2, or 3)
- USB-C® to USB-A cable
- Wax guards

## Limited warranty

The hearing aids are covered by a limited warranty. Visit our website at [lexiehearing.com/us/support](https://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](https://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, using the provided return label.

## Update the hearing aids

The hearing aids update automatically when connected to the Lexie app. When the app prompts you that a software update is available, follow the app instructions.

## Repairs and replacement

If your Lexie hearing aid needs to be repaired or replaced during the warranty period, please contact us to arrange a return. For more information on repairs and replacements, please visit the "Terms & Conditions" page of our website: [www.lexiehearing.com](https://www.lexiehearing.com). Lexie reserves the right to determine whether to repair or replace your hearing aids.

# 10

## 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:

- Power the hearing aids off (see page 42) and then on (see page 41).
- Charge the hearing aids (see page 66).
- Download the Lexie app and run any available software updates (see page 28).
- Make sure that your phone supports Bluetooth® Low Energy (also called Bluetooth Smart).
- We support the most recent versions of iOS and Android. For specific versions refer to the FAQ on our website.
- 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](https://lexiehearing.com/us/contact)

Problem	Solutions
<b>Hearing aids don't power on (no amplification)</b>	Power the hearing aids off (see page 42) and then on (see page 41).
	While wearing the hearing aids, press the World Volume down buttons to power on, then wait 3 seconds. If you hear a tone, the hearing aids are powering on (see page 29).
	(continued on next page)

Problem	Solutions
<b>Hearing aids don't power on (no amplification)</b>	(continued from previous page)
	Charge the hearing aids (see page 66). See "Hearing aids aren't loud enough (not enough amplification)" on page 96.
<b>Unable to locate the Lexie app</b>	On your phone, open the App Store or Google Play store and search for "Lexie app."
	Type <a href="https://lexiehearing.com/us/the-lexie-app-and-lexie-care-promise">lexiehearing.com/us/the-lexie-app-and-lexie-care-promise</a> into the address bar of your phone's web browser, not a search bar or separate search application.

Problem	Solutions
<b>Hearing aids don't connect to phone</b>	<p>On your phone:</p> <ul style="list-style-type: none"> <li>• Turn the Bluetooth feature off and then on.</li> <li>• Delete the hearing aids from the Bluetooth list on your phone. Connect again.</li> </ul> <p>Power the hearing aids off (see page 42) and then on (see page 41). 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
<b>Hearing aids don't connect to phone</b>	<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 76).</p> <p>Connect the hearing aids to a different phone (see page 76).</p>
<b>Lexie app doesn't work on phone</b>	<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>

Problem	Solutions
<b>World Volume doesn't adjust</b>	<p>Try adjusting World Volume using the hearing aid controls (see page 45).</p> <p>Try adjusting World Volume using the Lexie app (see page 46).</p> <p>Power the hearing aids off (see page 42) and then on (see page 41).</p>
<b>Poor sound quality</b>	<p>Clear any debris or wax buildup from the domes and microphones (see page 83).</p> <p>Dry the hearing aids: Remove the hearing aids from the charging case and leave them in a dry place overnight to dry (see page 84).</p> <p>Make sure that the Balance controls are adjusted to your desired settings (see page 50).</p> <p>(continued on next page)</p>

Problem	Solutions
<b>Poor sound quality</b>	<p>(continued from previous page)</p> <p>Make sure that the Treble and Bass controls are adjusted to your desired settings (see page 47).</p> <p>Replace the wax guards (see page 83).</p> <p>Replace the receiver wires (see page 84).</p> <p>Consider completing or repeating the hearing test and applying the recommended settings (see page 30 &amp; 52). Ensure the hearing aids are fitted with CLOSED domes for the hearing test.</p>



Problem	Solutions
<p><b>Hearing aids aren't loud enough (not enough amplification)</b></p>	<p>Increase World Volume (see page 45).</p> <p>Clear any debris or wax buildup from the domes and microphones (see page 82).</p> <p>If you're using open domes, try replacing them with the same size closed domes (see page 110).</p> <p>Replace the wax guards (see page 83).</p> <p>Replace the receiver wires (see page 84).</p> <p>Ensure ears are clear of excessive wax buildup.</p> <p>Perform a hearing test in your Lexie app (page 30-32 &amp; 52-53) in order to reoptimize your hearing aids, as your hearing abilities may have changed over time. Ensure the hearing aids are fitted with CLOSED domes for the hearing test.</p>

Problem	Solutions
<p><b>Hearing aids are uncomfortable</b></p>	<p>Make sure that you're putting the hearing aids on correctly (see page 34).</p> <p>Choose another dome size (see page 38). You may need a different size for each ear.</p> <p>Check whether you need a different size receiver wire (see page 113).</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 63).</p> <p>Consider reducing the World Volume during initial stages and gradually increasing the World Volume as you acclimatize to your new hearing aids.</p>

Problem	Solutions
<b>Hearing aids don't charge</b>	Remove the pull-out label from inside the case.
	Ensure charging case has sufficient charge to charge the hearing aids. Alternatively, connect charging case to a power supply.
	Confirm that the left and right hearing aids are placed on the correct sides of the charging case (see page 42).
	Remove the hearing aids from the charging case, wait 30 seconds, and replace them.
	Disconnect the charging case from power, then reconnect it.
	Using a soft, lint-free cloth, remove any moisture or debris from the charging contacts on the hearing aids and charging pins on the charging case.

Problem	Solutions
<b>Hearing aids don't charge</b>	<p>If the charging case or hearing aids have been exposed to high temperatures, let them return to room temperature and then try charging again.</p> <p>Try another wall charger or computer.</p> <p>If the error persists, call (800) 499-1336 and speak to a Lexie Expert®.</p> <p>Visit: <a href="https://lexiehearing.com/us/support">lexiehearing.com/us/support</a></p>
<b>Hearing aid battery life is lower than expected</b>	<p>Make sure to power off the hearing aids when not in use (see page 42).</p> <p>Make sure that you're fully charging the hearing aids until the status lights glow solid white (see page 72).</p>

Problem	Solutions
<b>Hearing aids falling out of ears</b>	<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 107).</p> <p>Choose another dome size (see page 108). You may need a different size for each ear.</p>
<b>Domes falling off</b>	<p>Securely fasten the domes to the receivers (see page 111).</p> <p>Remove the domes, then use a soft, lint-free cloth to remove any debris or wax buildup from the hearing aid receivers.</p> <p>Replace the domes (see page 111).</p>

Problem	Solutions
<b>Domes discolored or stiff</b>	Replace the domes (see page 111).
<b>Dome stuck in ear</b>	Contact a hearing healthcare professional for removal. Don't insert the hearing aids in that ear or try to remove the dome yourself.
<b>Lost domes</b>	<p>Contact the Lexie Contact Center for replacement domes (see page 85).</p> <p>If you think the lost domes are stuck in your ear, see "Dome stuck in ear" on page 101.</p>
<b>Receiver wire detached from hearing aid</b>	Refer to the replacement receiver wire quick start guide for instructions on reattaching the receiver wire. Visit: <a href="https://lexiehearing.com/us/support">lexiehearing.com/us/support</a>

Problem	Solutions
<b>Hearing aids whistle</b>	<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 107).</p> <p>Choose another dome size (see page 108). 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 110).</p> <p>If you hear whistling while putting on the hearing aids, try putting them on while they're powered off. Then, power them on afterwards (see page 29).</p> <p>Decrease World Volume (see page 46).</p>

Problem	Solutions
<b>No sound/ poor sound quality when listening to phone calls without streaming</b>	<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 speaker is slightly above and behind your ear. This puts it closer to the hearing aid microphones. For an image of the microphone location, see page 26.</p> <p><b>Note:</b> 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
<b>Hearing aids whistle when on the phone</b>	<p>When not streaming calls, tilt your phone speaker slightly away from the hearing aid on that ear.</p> <p>Alternatively, consider streaming your phone calls (see page 56 - 61).</p>
<b>Hearing aids sound different from each other</b>	<p>Adjust World Volume (see page 45). This syncs audio settings between the hearing aids.</p> <p>Make sure that the Balance controls are adjusted to your desired settings (see page 50).</p>
<b>Sound of own voice is too loud</b>	<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 48).</p> <p>If you're using closed domes, try replacing them with the same size open domes (see page 110).</p>

Problem	Solutions
<b>Phone calls do not stream through hearing aids</b>	<p>Phone call streaming is enabled for iOS version 13+ onwards and Android devices with the OS version Android 11 or higher. For Android users, please check with your service carrier to see if your phone is compatible with direct streaming/ Android streaming for hearing aids (ASHA).</p> <p>Ensure your hearing aids are paired or connected to your smartphone (see page 57).</p> <p>Ensure your phone and/or hearing aids have not been muted (see page 54).</p> <p>Ensure your hearing aids are sufficiently charged to manage a phone call via streaming.</p> <p>Ensure your phone is in close proximity to your mouth and / or hearing aids otherwise signal strength weakens.</p>

Problem	Solutions
<b>Phone calls do not stream through hearing aids</b>	<p>Turn <i>Bluetooth</i>® off, give it a minute then simply click the slider to turn it back on.</p> <p>To unpair a device from your phone, go to Settings and select <i>Bluetooth</i>. Find the hearing aids in the list of paired devices. Click on the <i>i</i> next to your hearing aids. Select “Forget This Device”. After you have unpaired the devices, restart your phone and pair them again (see page 57).</p>
<b>Poor sound when listening to phone calls with streaming</b>	<p>Try increasing your hearing aid volume either via the button on the back of your hearing aid or using the volume button on the phone itself while on a call.</p> <p>Ensure your phone is in close proximity to your face/mouth.</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 108).

#### ✗ 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 36, if the default size 2 domes are too big, try size 1. If they're too small, try size 3 (see page 108).

---

### **Step 2:**

From the dome packaging, select the pair of domes that matches your current dome type (see page 110).

---

### **Step 3:**

Change the domes (see page 111).

## 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

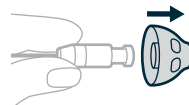
During first-time setup, use the default open domes and focus on finding the correct size for each ear.

After using the hearing aids for some time, though, 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:

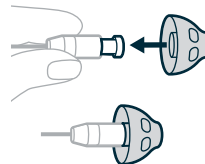
Choose a new dome size (see page 109) and/or dome type (see page 110).

### Note:

Each dome can work with either the left or right hearing aid.

### Step 3:

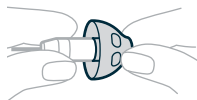
Align the opening of the new dome with the receiver and slide the dome firmly onto the receiver until it fits tightly against the ridge of the receiver. There should be no gap between the opening of the new dome and the ridge of the receiver.





**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 107).

**Step 5:**

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

**Step 6:**

Put on the hearing aids (see page 34).

**Step 7:**

Check your fit (see page 37).

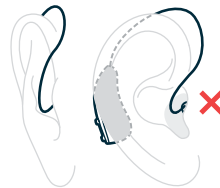
## Receiver wire size troubleshooting

### 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 115). If you need a different size, you can order a free replacement within your trial period.

#### ✗ Too long:

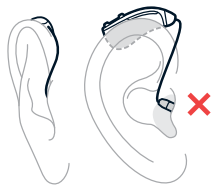
- The receiver wire bends away from your head or hangs above your ear.
- The hearing aid body sits far back behind your ear or feels loose.



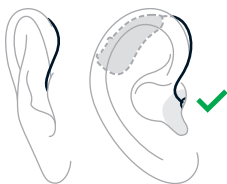
**✗ Too short:**

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.

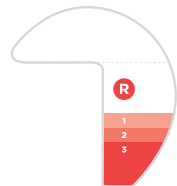
**ⓘ Note:**

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:**

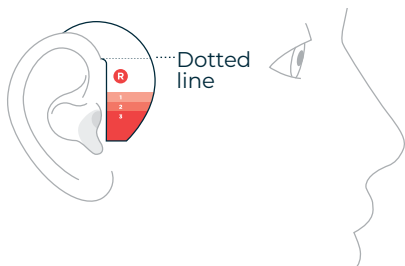
Compare the red and blue sides of the tool.

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.

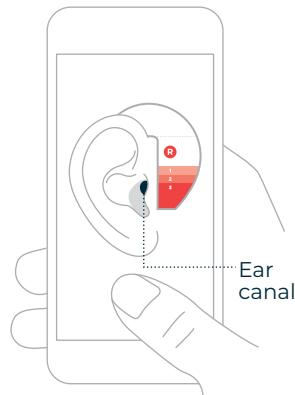
**Step 5:**

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.



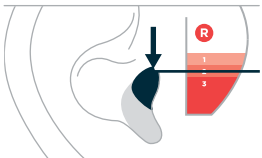
**Step 6:**

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

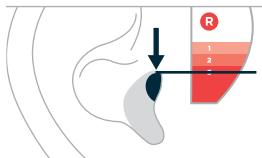
The number in the band is the receiver wire size you need.



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 (800) 499-1336. Visit: [lexiehearing.com/us/support](https://lexiehearing.com/us/support).

# 11

## 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: 2A7MGLB2001L (Left)

FCC ID: 2A7MGLB2001R (Right)

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.

The hearing aids are part of a medical electrical system that includes the charging case and a power supply, such as a USB wall charger or computer, capable of providing an output of 5VDC 500 mA (not provided).

Tested with the following power supply manufactured by Bose: Model S008AHU0500160, part number 745559-0030. Rated input 100-240V ~ 50/60 Hz 300mA. Rated output: 5.0V 1600mA.

### 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)

Recommended Temperature Range for Best Battery Performance: -4°F – 113°F (-20°C – 45°C)

Humidity Range: 0 – 90% RH

Pressure Range: 70 – 110 kPa

**Time to warm from minimum storage temperature before use:** 1 hour

**Time to cool from maximum storage temperature before use:** 1 hour

**Dimensions (Single Hearing Aid):**

Overall with receiver wire: 35 mm long x 23 mm wide x 15 mm thick (1.378 in x 0.91 in x 0.591 in)


Overall without receiver wire: 32 mm long x 14 mm wide x 9 mm thick (1.142 in x 0.552 in x 0.355 in)

**Hearing Aid Battery Capacity:** 25 mAh

**Charging Case Battery Capacity:** 88 mAh

**Disposal:** Lexie B2 Plus Hearing Aids, Powered by Bose and components are electronic components which should be discarded in accordance with national, regional, and local regulations.

**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 



Do NOT use if package is damaged.



MRI unsafe. Remove your hearing aids for CT and MRI scans or other electromagnetic procedures.

Lexie B2 Plus Hearing Aids, Powered by Bose comply with the following domestic and international regulations for medical devices:

IEC 60601-1:2005/A1:2012

IEC 60601-1-6:2010

IEC 60601-1-2:2014

FCC 47 Part 15.247

IEC 60601-2-66:2019



**Features per ANSI/CTA-2051:2017**

<b>Feature Category</b>	<b>Lexie B2 Plus Hearing Aids Powered by Bose</b>
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).

<b>Feature Category</b>	<b>Lexie B2 Plus Hearing Aids Powered by Bose</b>
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 dome 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 assure 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.
-----------------------	---------	---------	--

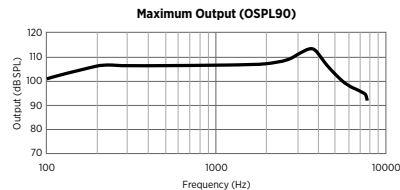
<b>Guidance and Manufacturer's Declaration – Electromagnetic Immunity</b>		
The hearing aid is intended for use in the electromagnetic environment specified below. The user of the hearing aid should assure that it is used in such an environment.		
Immunity Test	IEC60601 Test Level	Compliance Level
Electro-static 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

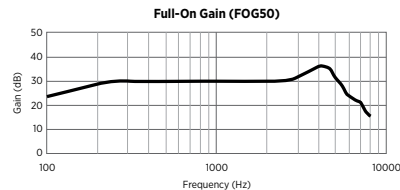
Measurements per ANSI/CTA-2051:2017	Result
Maximum output (OSPL90) curve	See Figure 1
Maximum output (OSPL90)	113 dB SPL
High-frequency average (HFA) OSPL90	106 dB SPL
High-frequency average full-on gain (HFA-FOG)	30 dB
Reference test gain	29 dB
Frequency response curve	See Figure 2
Frequency response bandwidth/range	100 - 7000 Hz
Frequency response smoothness	10.6 dB
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	0.95 mA
Estimated battery life*	16 - 24 hours
Insertion depth	11.3 mm

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

\* Indicates estimated battery life without phone call streaming.



**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.

### Retain your device information

Each of your hearing aids and charging case has its own serial number, which can be found on the bottom of each device or in the Settings menu of the Lexie App.

Right hearing aid serial number: \_\_\_\_\_

Left hearing aid serial number: \_\_\_\_\_

Charging case serial number: \_\_\_\_\_

Model number: LB2P001

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](https://consumer.ftc.gov)

The Lexie Hearing Privacy Policy is available at [lexiehearing.com/us/privacy-policy](https://lexiehearing.com/us/privacy-policy).

Lexie Hearing, the Lexie app icon and Lexie Experts are trademarks of hearX Group.

Apple and iPhone are trademarks of Apple Inc., registered in the U.S. and other countries. App Store is a service mark of Apple Inc.

Use of the Made for Apple badge means that an accessory has been designed to connect specifically to the Apple product(s) identified in the badge and has been certified by the developer to meet Apple performance standards. Apple is not responsible for the operation of this device or its compliance with safety and regulatory standards.

The Bluetooth® word mark and logos are registered trademarks owned by Bluetooth SIG, Inc. and any use of such marks by Lexie Hearing is under license.

Android and Google Play are trademarks of Google LLC.

















USB Type-C® and USB-C® are registered trademarks of USB Implementers Forum.






Wi-Fi is a registered trademark of Wi-Fi Alliance®.

©2024 hearX IP (Pty) Ltd. No part of this work may be reproduced, modified, distributed, or otherwise used without prior written permission.

**REF** LB2P001

## Symbols and descriptions

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

Symbol	Description	Symbol	Description
	Phone		Waste Electrical and Electronic Equipment Directive symbol
	Serial number		MRI unsafe
	Type B applied part		

## Cybersecurity

- Failing to follow these precautions can compromise the information security of your hearing aids.
- Only connect your hearing aids to trusted media or mobile devices.
- For three minutes after being turned on, your hearing aid is open to connections. Do not restart your hearing aid if requested by someone you don't trust, as this may compromise the safety of your device.

- Do not activate pairing mode via the mobile device app if requested by someone you don't trust, as this may compromise the safety of your device.
- Only connect your hearing aids to the official mobile device app or trusted media devices.
- Always use the latest available software update for your hearing aids.
- Always download your mobile device app from a trusted store (Google Play Store, App Store).

**Manufactured for:** hearX USA Inc.  
2140 South DuPont Highway, Camden,  
Kent County, Delaware, 19934.





**[lexiehearing.com/us/support](https://lexiehearing.com/us/support)**



**[lexiehearing.com/terms-web](https://lexiehearing.com/terms-web)**

Copyright © 2020-2024 hearX IP (Pty) Ltd. Copyright in this work including its layout and the design contained herein is reserved and the making of copies is prohibited.