

lexie_{lumen}

User Manual



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 Lumen hearing aid.



For additional information on the use of these hearing aids after going through the contents of this guide, contact visit www.lexiehearing.com.

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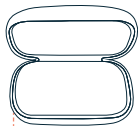
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Getting **Started**

What's inside your box?



Hearing aid case



Multiple
rubber domes
(multiple sizes)



Ear measuring
tool

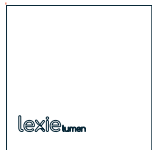


Cleaning brush
with magnet

2x drying capsules



User manual



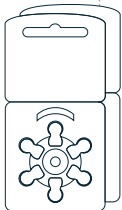
Slim tubes
(multiple sizes)

Size 312 batteries
(2 packs per hearing
aid bought)

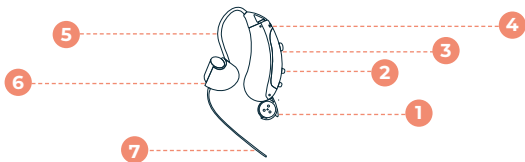


1 or 2 Lexie
Lumen hearing
aid/s

Cleaning wire



Components of your hearing aid



Hearing Aid Component	Function
1. Battery door (on/off switch)	Holds battery and acts as an on and off switch. Open the battery door to turn your hearing aid off.
2. Volume control	Sound can be made louder or softer as needed.
3. Listening environment program control	Press to change between different listening environments (programs).
4. Microphone	Picks up sounds that will be amplified.
5. Slim tube	Connects your dome to the hearing aid. Sound travels through the slim tube and into the ear canal.
6. Dome	Holds your slim tube in place and helps to guide sound into your ear.
7. Retention wire	Used to ensure your hearing aid remains in place.

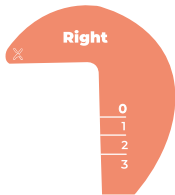
Setting up your Lexie hearing aid

Before you can begin using your Lexie hearing aids, you will be required to select the correct slim tube length and dome size for your specific ear. This is an important process that will allow you to get comfortable with the fit and feel of your hearing aid.

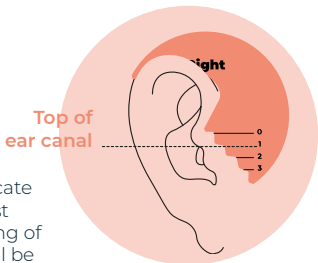
Selecting the correct slim tube

In order to select the correct slim tube length, it is important to first measure the size of your ear by using the ear measuring tool provided. This measuring tool will allow you to determine which slim tube would be the most comfortable fit for your ear. Slim tubes are available in four different lengths namely, size 0, 1, 2 and 3, with size 0 being the shortest in length and size 3 being the longest. The ear measuring tool will indicate which slim tube length will be the best fit for your ear. Follow the steps below in order to complete this process:

1. The ear measuring tool has two colors, namely **red** and **blue**. Begin by placing the measuring tool over your ear as illustrated. The **red** side must be showing when it is over your **right ear** and the **blue** side must be showing when it is over your **left ear**.



2. Take a photo of your ear so that you can clearly see the measuring tool on your ear. You may need to ask a family member or friend to assist you with this step, if you experience any difficulties.

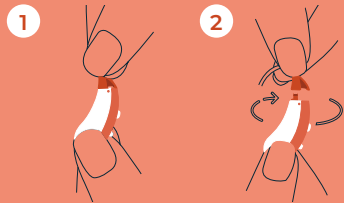


3. On your ear measuring tool, locate the closest number that is most parallel to the top of the opening of your ear canal. This number will be needed in order to select the correct slim tube length.
4. At the bottom of each slim tube, you will find a number in either **blue** or **red**. Just as with the ear measuring tool, a slim tube with a **red** number on it, will indicate that the slim tube is intended for the **right ear** and a slim tube with a **blue** number on it, will indicate that the slim tube is intended for the **left ear**.
5. Once you have determined the correct slim tube length for your ear, find the slim tube with the correct number and color that is needed for your hearing aid.
6. Select the correct slim tube recommended by the ear measuring tool. If you have two hearing aids, repeat this process for your opposite ear.

Removing and attaching your slim tube to your hearing aid

Each Lexie hearing aid comes with a standard size '2B' slim tube attached to it. Should you need to replace this slim tube, follow the steps below:

1. In order to remove the slim tube, hold the slim tube firmly in one hand at the attachment between the slim tube and hearing aid and use your opposite hand to gently unscrew the slim tube approximately **90 degrees** in an anticlockwise direction and pull to remove the slim tube from your hearing aid.
2. Take the correct sized slim tube and gently push it onto your hearing aid until it snaps into position.



Note:

Make sure to grip the slim tube attachment and not the tube itself.

Selecting the correct dome size

Each Lexie hearing aid comes with three different types of domes, namely; open domes, double domes and tulip domes. Lexie hearing aid domes are made out of a soft rubber material and attach to the end of the slim tube. Open domes come in three sizes - **small, medium and large**. Double domes come in two sizes - **medium and large**.



Open
dome



Double
dome

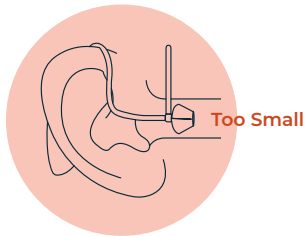
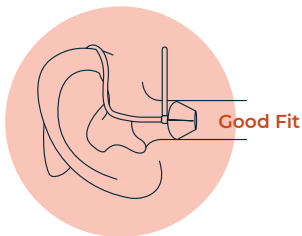


Tulip
dome

Your Lexie hearing aid comes pre-assembled with a **tulip dome**, which has one standard size. This dome should be used to complete the Lexie Hearing Check, as its flexibility allows it to fit into many differently sized ear canals.

Once you have completed the hearing check and your hearing aid has been set to your unique hearing profile, you may try different dome types and sizes, if necessary. Try the different sizes of that dome type to find the most comfortable fit for your ear canal. The dome should fit snugly in the ear canal opening, so that the ear canal is properly sealed. In other words, the dome shouldn't feel like it is falling out of the ear or that it has to be squeezed or forced into the ear.

- a. If it feels like the dome is falling out of your ear, it means that the dome is most likely **too small** for your ear. Try changing your dome to one that is a size larger.
- b. If it feels like you have to squeeze or force the dome into your ear, it means that the dome is most likely **too large** for your ear. Try changing your dome to one that is a size smaller.



It is useful to know when to use a closed or open dome.

Open dome

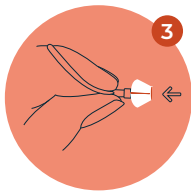
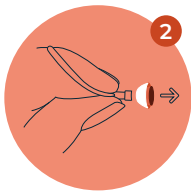
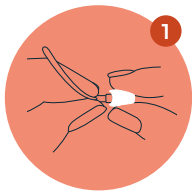
Open domes have holes in them, to prevent the ears from feeling blocked. This type of dome can help in cases where your own voice seems too loud or the hearing aid seems too noisy.

Closed dome

Closed domes do not have holes in them and are used when the hearing aid seems too quiet. Closed domes can also help to prevent your hearing aid from whistling at higher volume levels.

Removing and attaching your dome to the slim tube

Follow the steps below in order to remove and attach a dome to your slim tube when necessary.



1. Hold onto the end of the slim tube that is closest to the dome.
2. Use your other hand to grasp the dome between your forefinger

and your thumb and carefully pull off the dome from the end of the slim tube.

3. Take the new dome and push it firmly onto the tip of the slim tube as illustrated. Ensure that the dome is placed correctly onto the slim tube. You should be able to tug it slightly without removing it.

 **Note:**

In the unlikely case that any parts remain in the ear canal after the removal of your hearing aid, seek medical attention immediately.

Identifying your left and right hearing aid

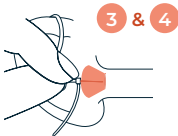
It is important to identify your **right hearing aid** from your **left hearing aid** before positioning your hearing aid on your ear. The slim tube that is attached to your hearing aid will have a **red** or a **blue** number on it. If the number on your slim tube is **red**, it indicates that it is the **right hearing aid**. If the number on your slim tube is **blue**, it indicates that it is the **left hearing aid**.

A useful way to remember this is: **Red is Right; Blue is Left**.

Positioning your hearing aid on your ear

It is simple to position your hearing aid on your ear, but it can take some practice.

1. Begin by placing the hearing aid body behind your ear.
2. Hold the slim tube between your thumb and forefinger, at the bend closest to the dome. The dome should face towards the entrance of the ear canal (this is the cavity that runs all the way to your eardrum).
3. Gently press the dome into your ear canal until the slim tube sits comfortably against the side of your head.



4. If you are struggling to insert the dome into your ear, use your opposite hand to gently pull your earlobe downwards. This

will straighten the ear canal slightly, allowing the dome to be inserted more easily.

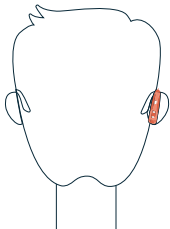
5. Place the retention wire in the bowl of your ear to ensure that your hearing aid remains securely in place.
6. The top bend of the slim tube should fit comfortably around the top of your ear and should sit flat against the skin.
7. You can use a mirror to ensure that your hearing aid is positioned correctly onto your ear.

Note:

If the retention wire on your slim tube is too long, you may cut the length slightly. Be careful not to shorten the length too much, as this could affect how well the hearing aid remains in your ear.

Tip:

The dome should be completely, or almost completely, in the ear canal. The ear tip cannot touch the eardrum. Proper insertion of the dome is key to getting enough loudness and to avoiding whistling. If you wear eyeglasses, first position your hearing aid on your ear before you put your glasses on.



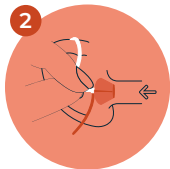
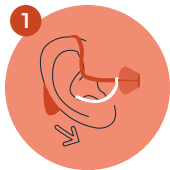
Removing your hearing aid from your ear

1. Begin by removing the retention wire from the bowl of your ear.
2. Hold the slim tube at the bend closest to the dome, between your thumb and forefinger and gently pull the slim tube and dome out of your ear canal.
3. Remove the hearing aid body from behind your ear.

i **Note:**

Make sure not to pull the slim tube and dome out of the ear canal by pulling on the body of the hearing aid as this may cause your slim tube to break over time.

Now that you have obtained a comfortable fit with your hearing aid, it is time to remove your hearing aid from your ear so that your hearing aid can be switched on.




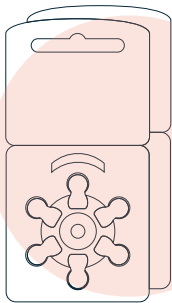
Using your hearing aid

Batteries

Your hearing aid uses a standard size **312 zinc-air** battery. Each battery lasts approximately 5-8 days depending on hearing aid usage.

If the battery lasts less than 5 days please visit our troubleshooting section on the website in order to determine the possible cause of this shortened battery life.

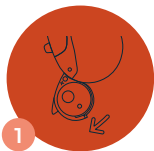
 Only use batteries with maximum 1.5 volt. Please do not use silver-zinc or lithium-ion rechargeable batteries; these could severely damage the hearing aids.



Inserting the battery

1. The battery door is found at the bottom of your hearing aid. To insert a battery, gently pull on the tab found on the battery door until it opens. Do not use excessive force.

2. Remove the sticker found on the positive side of your 312 battery. Only remove this sticker once you are ready to use the battery. Zinc-air batteries are activated by air. For best results, wait 2-3 minutes before inserting the battery, in order to give it a chance to activate.
3. Insert the battery into the battery door, whilst ensuring that the '+' side faces up. Do not force the battery into the battery drawer. If the battery does not want to go into the battery drawer or the battery door does not want to close, it is most likely that the battery is facing the wrong way.
4. Once the battery door is closed, you will hear a voice prompt indicating the default listening environment that your hearing aid is currently set to e.g. **'Program 1'**. Thereafter, your hearing aid will start working. Hold the hearing aid close to your ear in order to hear this voice prompt.



i Note:

Although your hearing aids will now be switched on for the first time, they will still need to be optimized according to your hearing check results and therefore, at this stage, your hearing aids will not be providing optimal benefit. You will need the Lexie App in order to optimize your hearing aids.

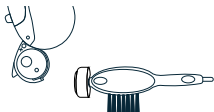
Removing the battery

1. Open the battery door gently.
2. Use the magnet at the head of your cleaning brush to lift the battery out of the hearing aid battery drawer.

1



2

**i Note:**

The battery door does not require excessive force to open and close. Always remember to handle with care.

How will I know when to change the battery?

Low battery- You will hear a 'Low battery' voice prompt, every 8 minutes to indicate that your hearing aid battery is low and needs to be replaced.



Low Battery

Replace battery- If you do not replace your battery after the low battery warning, you will hear a 'Replace battery' voice prompt just before your hearing aid automatically turns off.



Replace Battery

i Note:

When your hearing aid is not in use, open the battery door and remove the battery in order to preserve the life of the battery. Battery life can also be monitored in the Lexie App.

Battery safety

 Follow the warning information on the battery packaging.

- Do not attempt to recharge your hearing aid batteries.
- Do not leave batteries in your hearing aid for long periods of time, when not in use. This may cause leakage and erosion.
- Batteries are not a toy. Keep out of reach of children and pets.
- Ensure that batteries do not come in contact with water.
- Contents of an opened battery may cause chemical burns to the mouth, oesophagus, and gastrointestinal tract. Drink plenty of water. Avoid vomiting and seek immediate medical attention.
- Keep batteries away from excessive heat such as heaters, fires and solar radiation as batteries may rupture and release corrosive materials.
- In the event that a battery ruptures, flush exposed skin with lukewarm water for a minimum of 15 minutes. Obtain immediate medical attention for any exposure to your eyes.
- Do not touch the contents of a ruptured or dismantled battery. Store batteries at room temperature in a dry place.

- To avoid confusion, do not store batteries with medications that are similar in size and shape.
- Ensure that loose batteries do not lie around in bulk as this may cause cell shorting and heat build-up.
- Do not puncture or abuse batteries.
- Dispose of batteries in an environmentally friendly way in accordance with Federal and State requirements.
- Zinc air batteries may release small amounts of zinc oxide to the environment if abused and disposed of improperly.
- Ingestion of a battery can be harmful, never swallow. If ingested seek immediate medical attention or call the **NATIONAL BATTERY INGESTION HOTLINE** any time on **(202) 625-3333**.

Switching your hearing aid on and off

1. Your hearing aid will automatically switch on once a battery has been inserted and the battery door has been closed.
2. In order to turn your hearing aid off, open the battery door, at least halfway. Be sure to open the battery door when you are not wearing your hearing aid in order to preserve the battery life and allow internal moisture to evaporate.



Note:

Before positioning your hearing aid on your ear, your hearing aid might whistle after being switched on. This is normal. Once the hearing aid is fitted correctly into your ear, the whistling should stop.

Changing the volume on your hearing aid

Your hearing aid has various volume levels. You can increase or decrease the volume by pressing the rocker switch found on your hearing aid.

+ To increase the volume:

Press the **top** button of the rocker switch, whilst using your thumb to support the body of your hearing aid.

— To decrease the volume:

Press the **bottom** button of the rocker switch, whilst using your thumb to support the body of your hearing aid.

Volume Control



Each time you press the volume control button (up or down), you will hear 1 beep. When you reach the maximum or the minimum volume level, you will hear a voice prompt indicating 'Maximum Volume' or 'Minimum Volume'. Your hearing aid volume can also be controlled through the Lexie App.

Note:

The volume on your hearing aid will automatically reset to the default volume level if your hearing aid is switched off and on again.

Changing the listening environment program on your hearing aid

The listening environment/program control button allows you to change between settings according to several different listening environments that you are in. To change the listening environment, press the topmost button on your hearing aid, or change it using the Lexie App. A voice prompt will let you know which listening environment your hearing aid is currently set to. The hearing aid must be positioned on your ear for you to hear the voice prompt.

Listening environment/ program	Voice prompt
1. Everyday use	'Program 1'
2. Noisy indoor	'Program 2'
3. Outdoor	'Program 3'
4. Music	'Program 4'
5. Telecoil	'Program 5'
6. Companion mic	'Program 6'

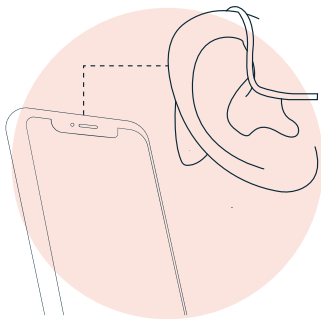
i Note:

The listening environment on your hearing aid will automatically reset to

the default listening environment if your hearing aid is switched off and on again. If you have two hearing aids, and you want to use the buttons to change the volume or listening environment, you need to do so on each individual hearing aid.

Talking on a phone whilst wearing your hearing aid

1. When using a phone to make a call, try to reduce the amount of background noise around you.
2. If your phone has a volume control, increase the volume to a comfortable level. Alternatively, you can increase the volume on your hearing aid to a comfortable level.
3. Tilt the phone's receiver edge slightly over the ear so that the sound can flow directly into the hearing aid's microphone.



4. If you are speaking on a cellphone, you can also consider putting it on loudspeaker. Hold it close to your hearing aid if necessary.

 **Tip:**

Practice using the telephone with someone familiar to you. Try moving the telephone around to get the best sound.

Telecoils

Your hearing aid has a telecoil that converts electromagnetic signals directly from the telephone into sound. To use the telecoil, select the appropriate environment setting, using the listening environment control button on your hearing aid or the Lexie App. The telecoil setting may allow you to hear more clearly on the telephone. After finishing your phone call, change back to your preferred listening environment.

If your phone is labeled **“Hearing Device Compatible,”** it will work with a telecoil.

Other uses of a telecoil

Many people use the telecoil with assistive listening devices called induction loops. If you go to a public event, and the room is “looped,” then you can use your telecoil. Set your hearing device to the telecoil

listening environment. Sound is then transmitted directly to your hearing device, allowing you to hear the speaker more clearly. After the event, change back to your preferred listening environment.



Note:

If you are in a location with an induction loop system, you will notice this symbol. This means the location you are presently in has special accommodations for the hearing impaired.



Caution:

We suggest disabling the telecoil function when passing through store security barriers. The telecoil may pick up the security signal and amplify it in your ear.

Basic troubleshooting

Problem	Possible Cause	Solution
Intermittent or no sound coming from the hearing aid.	Hearing aid is switched off.	Make sure the hearing aid is switched on by completely closing the battery door.
	Battery is low/flat.	Check the battery life of your hearing aid in the Lexie App and replace

		the battery if necessary.
	Slim tube/dome is blocked with wax.	Clean/replace the slim tube or dome.
	Battery inserted incorrectly.	Insert the battery correctly with the (+) side facing up.
	Moisture in the slim tube.	Remove any moisture from the slim tube.
Whistling or feedback.	Dome not correctly inserted into the ear canal.	Remove your hearing aid and reinsert the dome into the ear canal.
	Dome too small for your ear canal.	Select a bigger dome size to ensure that your dome completely seals your ear canal.
	Cracks in the slim tube.	Replace slim tube.
	Hair or clothing covering the hearing aid microphone.	Remove hair or clothing away from the hearing aid microphone.
Hearing aid keeps falling out.	Dome size too small for your ear canal.	Replace your dome with a bigger size. Remember to follow the instructions on how to select the correct

		dome size and slim tube length.
Hearing aid sounds quiet / Hearing aid does not sound clear.	Battery is low.	Check the battery life of your hearing aid in the Lexie app and replace the battery if necessary.
	Slim tube/dome is blocked with wax.	Clean/replace the slim tube or dome.
	Volume control is not set loud enough.	Increase your hearing aid volume to a comfortable level.
	Your hearing abilities have changed.	Perform another hearing check in your Lexie App in order to reoptimize your hearing aid, as your hearing abilities may have changed over time.
	Slim tube/dome is blocked with wax.	Clean/replace the slim tube or dome.
Hearing aid won't connect to smartphone.	Bluetooth on your smartphone is turned off.	Turn on Bluetooth on your smartphone or tablet.

	Hearing aids did not pair with the Lexie app.	Re-pair your hearing aids in the Lexie App by tapping on the status button in the app.
	Battery is too flat to connect via Bluetooth.	Replace the battery with a new one (even if the hearing aids still switch on with the old battery).

Labeling

The serial number (**S/N**) is located on the hearing device as an **8-digit number**. The first two digits of the S/N represent the year of manufacture (i.e. "20" refers to 2020). The last six digits are a unique identifier. All eight numbers create the serial number of the device.



Hearing aid
maintenance **and care**

Cleaning

If well cared for, your Lexie hearing aid will last for many years. Your hearing aid should be cleaned daily in order to ensure optimal functioning and to prolong the lifespan of your hearing aid.

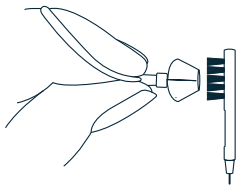
i Note:

If you have two Lexie hearing aids, clean one hearing aid at a time. This will ensure that your left and right hearing aids do not accidentally get switched around.

Dome

The dome of your hearing aid needs to be kept free of earwax at all times. Earwax will prevent the amplified sound from entering your ear. Therefore, it is important to clean your dome daily.

1. Use a soft tissue or the cleaning brush provided to clean the dome of your hearing aid.



i Note:

Even if your domes are well cared for, they will need to be replaced every **2-3 months** due to general wear and tear.

Slim tube

Wax, dirt or condensation can block your slim tube and prevent sound from going through. Therefore, your slim tube must be cleaned weekly. If a blockage is noted, follow the steps below to remove the blockage.

1. Remove the slim tube from your hearing aid.
2. Use a damp cloth to clean the outside of your slim tube.
3. Thread the cleaning wire provided all the way through your slim tube to remove any earwax or foreign particles. The cleaning wire should be inserted at the point where your slim tube attaches to your hearing aid and must be pushed all the way through the slim tube and out through the dome.



4. Do not submerge or rinse your slim tube in water, as there is a risk that water may become lodged in the slim tube. If water does get into your slim tube, blow through the tube and make sure that it has dried properly before you reattach it onto your hearing aid.



5. Reattach your slim tube to your hearing aid. Make sure that the angle is correct after you have connected your slim tube to your hearing aid.

i **Note:**

After **4 to 6 months** of regular use, your slim tube will start to harden and might turn yellow. This will affect the sound quality of your hearing aid. When this occurs, it is time to replace your slim tube.

Hearing aid body








1. Use a soft dry cloth or tissue to gently wipe down the body of your hearing aid. This is an electronic device. Don't use any liquids (water, solvents or cleaning agents) on the body of your hearing aid. Should you do so, your hearing aids will break.

 **Note:**

Make sure to handle your hearing aid over a soft surface during the cleaning process in order to prevent damage to the hearing aid, should you drop it.

 **Caution:**

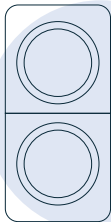
If you do not follow the list below you may damage your hearing device and accessories during cleaning.

-  Do not immerse your hearing device in water or liquid, even when cleaning.
-  Follow the recommended cleaning guidelines to clean your hearing aid.
-  Do not bend the slim tube and dome back and forth to remove it.
-  Do not use the cleaning wire while the slim tube is connected to the hearing device.
-  Do not use alcohol to clean your dome.
-  Do not use sharp tools to dislodge ear wax.
-  If your physician prescribes ear drops, clean any moisture that may get into the slim tube.

Storing your hearing aid

What is a drying capsule?

Drying capsules are used to prolong the lifespan of your hearing aid by drawing moisture from it. Two drying capsules are supplied in your Lexie hearing aid box.

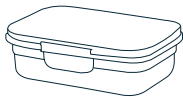


How do I use a drying capsule?

1. Find an airtight container that can hold your hearing aid and one drying capsule. Ensure that the container you choose fits your hearing aid comfortably but that it is not too large. A smaller container will prolong the lifespan of the drying capsule.
2. When ready to use, remove the drying capsule from its packaging. **DO NOT** remove the white paper seal from the back of the drying capsule.
3. Open the airtight container and place the drying capsule inside this container with the white paper seal of the drying capsule facing upwards.

- When you remove your hearing aid from your ear, take out the battery and place your hearing aid in this container. If you have two hearing aids, both can be placed in the same container with one drying capsule. Leave the battery door open when your hearing aid is in this container. It is not necessary to remove the tube from your hearing aid during storing.
- Store your hearing aid in the container every night.
- Keep the container closed at all times, even when your hearing aid is not inside it. This is to avoid the crystals in your drying capsule from becoming saturated too quickly.

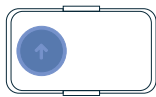
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2



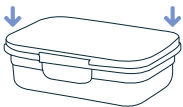
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4



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6



 **Note:**

Do not place your hearing aid batteries in the airtight container with your drying capsule as this will shorten the battery life. Do not store your hearing aid and drying capsule in the hearing aid case as it is not airtight.

How long will my drying capsules last?

Each drying capsule will last between 1-3 months depending on the humidity of the area you live in. Drying capsules will last longer in dry, desert-like conditions such as Arizona and will have a shorter lifespan in hot, humid conditions such as Florida. As soon as your drying capsule turns from orange to white, you know it is time for it to be replaced.

All hearing aid accessories can be purchased online by visiting our website www.lexiehearing.com

Adjusting to your hearing aid

Your Lexie hearing aid should enable you to manage better in a variety of listening situations. The hearing aid will amplify sounds you have not heard properly in a long time. Everybody's experience and response to their hearing aid is different. Your experience with your hearing aid will be affected by the cause, severity and the pitch of your hearing loss.

The quickest way to adapt to your new hearing aid is to practice listening with your hearing aid as much as you are able to until you can wear it comfortably, all day. A hearing aid will not necessarily make sounds perfectly clear and you may still find it difficult to follow what people are saying in noisy places, like shops and restaurants, over a distance or in groups.



In the **first four weeks** of wearing your hearing aid, voices and the television may be clearer than what they were before. Background noise and unfamiliar sounds may seem too loud. You may hear the internal workings of your hearing aid and your own voice may also sound quite loud and hollow. This is normal and most new hearing aid users experience this.

Between **weeks five to eight** you should start getting used to your

own voice and louder sounds. Voices will become clearer but the hearing aid may seem softer in volume. After about **eight weeks**, your hearing aid should sound more comfortable and be loud enough in most situations. However, you might begin to find that you want the volume of your hearing aid to be increased. Remember that a hearing aid makes sounds louder. Clarity comes with the ability of your ear to fine tune sound. A hearing aid may help with clarity but it cannot improve clarity in all cases. Below are a few tips to help you adjust to your new hearing aid:

- Tell people about your hearing loss. Ask them to slow down and to speak as clearly as possible.
- Ask people to get your attention before speaking.
- Ask specific questions about things you did not hear properly.
- Ask people to repeat the words you missed or to rephrase what they said, if necessary.
- In noisy environments, adjust the settings of your hearing aid for more comfortable listening.
- When attending meetings, church gatherings or social events, try to arrive as early as possible so that you can sit in the front of the room, closest to the speaker.
- When talking in groups, try to ensure that everyone's face is

visible to you, in order to assist with understanding of speech.

- Ask the person you are talking to, to stand in good lighting.
- Try to stand about 3-5 feet away from the person you are talking to. Sound travels better over a shorter distance and you will be able to see his/her face better.
- Don't try to speak to someone who is not in the same room as you. Rather move to the other room or have the speaker come to you.
- When having a conversation, try to minimize or remove any background noise such as the television or radio.
- Remember to be calm and to not panic. Even people with normal hearing find it difficult to hear in some situations.

Hearing aid **dos and don'ts**

Dos

- Wear your hearing aid every day for as long as possible.
- Clean your hearing aid regularly.
- Store your hearing aid correctly in order to prolong the lifespan of your hearing aid.
- Ensure that you have spare hearing aid batteries with you at all times.
- Contact the Lexie contact centre with any questions or concerns. We are here to assist you 5 days a week.

Don'ts

- Do not drop your hearing aid or knock it against hard surfaces.
- Do not expose your hearing aid to excessive heat.
- Do not apply any type of hair products (such as hair spray, gel or dry shampoo) to your hair, whilst wearing your hearing aid. Your hearing aid can become clogged and cease to function properly.

- Do not immerse your hearing aid in water. A hearing aid is an electronic device and shouldn't get wet.
- Do not wear your hearing device while bathing, showering, swimming, or in a moist atmosphere, like steam baths or saunas.
- If your hearing aid gets wet, do not attempt to dry it in an oven or microwave. Do not adjust any controls. Rather, open the battery door immediately, and allow your hearing aid to dry naturally for 24 hours. Do not use your hearing aid until it is completely dry.
- Do not store your hearing aid in the bathroom. The moisture in the bathroom may damage your hearing aid.
- Your hearing aid is specifically set up according to your hearing abilities. Do not let others wear your hearing aid.
- Should your hearing aid break, don't try and repair your hearing aid yourself.

Lexie App

Using the Lexie App

Your Lexie hearing aid works hand in hand with the Lexie App. This app needs to be downloaded onto your smartphone in order for you to complete your hearing check and to set up your Lexie hearing aid according to your hearing check results. The Lexie App is compatible with both **iOS and Android** operating systems.

Download the Lexie App

The Lexie App is used to set up and make adjustments on your hearing aid.

1. Go to your Google Play Store or Apple App store.
2. Type “Lexie” into the search box.
3. Tap to download the app.
4. Stay on this screen while the app downloads and once available, the “download” button will turn into an “Open app” button.
5. Once you have tapped to open the app, follow the setup instructions presented to you in the app. Remember to accept all app permissions if prompted and ensure that your mobile device’s Bluetooth is switched on.



Set up your Lexie profile

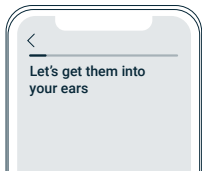
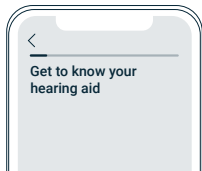
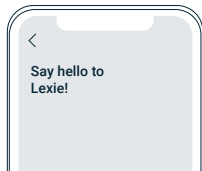
Once you have successfully downloaded the Lexie App, you will be required to create a profile in order to set up your new Lexie hearing aid.

Please complete the required fields and create a password. Ensure that you keep this password safe. Creating a profile helps us protect your data.



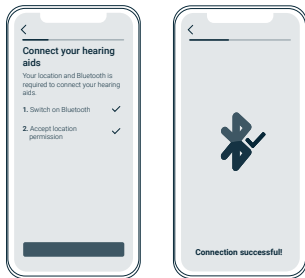
Follow the onboarding process

After successfully creating a profile, you will be required to complete the onboarding process in order to set up your new Lexie hearing aid. Follow the instructions carefully. If at any stage in the onboarding process you require more clarity, refer to section one of this user manual.



Connect your hearing aid to your smartphone

Once you have completed the onboarding process, you will be required to connect your Lexie hearing aid to your smartphone. Ensure that your Bluetooth is switched on during this process and that your hearing aid is in close proximity to your smartphone. Follow the instructions presented in the app on your smartphone.



i Note:

Your hearing aid needs to be programmed according to your hearing check results. Therefore, the hearing aid will not provide optimal benefit until you have completed this step.

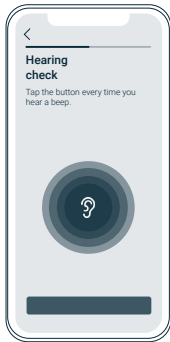
If you experience difficulty connecting your hearing aids to your smartphone via Bluetooth, replace your hearing aid battery with a new one. This may occur if your hearing aid battery is nearly flat, even if your hearing aid still switches on.

Perform your hearing check

Now that your hearing aid is connected to your smartphone, you need to complete a hearing check. The results from the hearing check will be used to optimize your hearing aid. Follow the instructions presented to you on the screen of your smartphone.

Note:

In order to ensure accurate results, make sure that you perform your hearing check in a quiet environment with no interruptions.



Optimize your hearing

Once you have successfully completed the hearing check, you will be given the opportunity to view your results. After reviewing your results and continuing onto the next page, your hearing aid will be set according to your hearing check results.

 **Note:**

If you have two hearing aids, your hearing aids will be optimized for each specific ear according to your hearing check results. It is important to ensure that the hearing aid that is optimized for your left ear is only used on your left ear and the hearing aid that is optimized for your right ear is only used on your right ear. Be sure not to swop your slim tubes between your hearing aids during cleaning and maintenance.

Your hearing aid will still work if it is not connected to the Lexie App, but the volume level and listening environment are the only features that you will be able to adjust directly on your hearing aid. All other features will need to be adjusted through the Lexie App and will therefore require your hearing aid to be connected to your smartphone via Bluetooth.

If your hearing aid battery is almost flat, you may experience difficulties connecting your hearing aid to the Lexie app, via Bluetooth. Should this occur, insert a new hearing aid battery and try again.

Lexie App features

Volume control

The volume of your hearing aid can be changed on the hearing aid itself by using the volume control button. Alternatively, you can change the volume level on the app.

1. Open the Lexie App.
2. Click on **'volume'**.
3. Choose whether you want to adjust the volume on both hearing aids, or only one hearing aid.
4. To increase the volume, press the **“+”** sign until the volume is at the desired level.
5. To decrease the volume, press the **“-”** sign until the volume is at the desired level.

i Note:

Your hearing aid will need to be connected to your smartphone via Bluetooth in order to change the volume via your Lexie app.



Listening environments

Your Lexie hearing aid comes with six different listening environment (program) settings which can be used depending on the listening situation that you are in. Once you select a new listening environment, changes will automatically be made to your hearing aid in order to help you hear better in that listening environment.

Listening environment/ program	When to use this listening environment
Environment 1/ Program 1: Everyday Use	Suitable for most listening situations. Ideal for one-on-one conversations, going to meetings or to church, watching the television or listening to the radio.
Environment 2/ Program 2: Indoor Noisy	Suitable for most noisy environments. Ideal for smaller groups, large rooms, restaurants, listening to people in a car, cinema etc.
Environment 3/ Program 3: Outdoor	Suitable for traffic or situations where you need to be aware of some background sounds for safety but do not want to be too bothered by unnecessary noise.
Environment 4/ Program 4: Music	Suitable for listening to music in situations where there is not too much background noise. The quality may be different depending on the music source.
Environment 5/ Program 5: Telecoil	Used with telephones and in churches, theatres or various buildings that have an induction loop system. The presence of a loop system in a building will be indicated by signage. Once activated, speech is sent directly to the hearing aid, without any background noise.

**Environment 6/
Program 6:
Companion Mic**

An external companion microphone is required with the streaming function on the hearing aid. This microphone can be directed towards the sound source or placed in the middle of a table. It will pick up the sound and send it directly to the hearing aid. This helps to improve hearing in noisy environments, social events or meetings. A companion mic is available as an add-on to your purchase for an additional charge.

 **Note:**

Please feel free to try different listening environments/programs in different situations. It may be that your specific hearing loss or your own personal needs require different settings.

Note:

The listening environment can be changed on the Lexie app or directly on your hearing aid by pressing the listening environment control button.

Rewards program

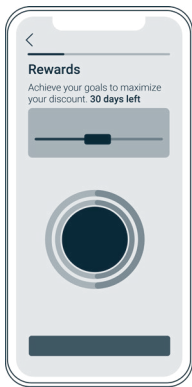
Lexie hearing aids are the only hearing aids that reward you for wearing them. Join Lexie Rewards, included free of charge in your hearing aid purchase, meet your goals and earn Lexie Rewards points that can be redeemed when making purchases from Lexie Hearing. This truly unique rewards program will guide and support you through the first 45 days of wearing your new Lexie hearing aids. Lexie Rewards is here to benefit you holistically. Use this rewards

program to debunk the mystery of hearing aids and learn about improving your overall health, just by wearing your hearing aids. To make the most of your Lexie Rewards program, meet your wearing and activity goals.

This includes:

- Wearing your hearing aid for an allotted period of time per week.
- Checking in with us.
- Rating your hearing aid experience.
- Learning by accessing our Hearing Library.
- Sharing your experience with others.

To view your goals and progress in achieving them, click on **'Lexie Rewards'** from the home screen in the Lexie App. Remember to connect your hearing aid to the app at least once per week, otherwise your progress won't sync and you may not receive your points.



Support

At Lexie, we care about giving you the best listening experience possible. We have a contact center of experienced product and hearing experts, ready to help you 5 days a week.

From the main menu on the home screen of the app, click on **'Talk to an expert'**. You will now be able to contact our experienced experts who are on hand to assist you.

Device Information

Technical information

The Lexie Lumen hearing aid is manufactured by IntriCon and distributed in the USA by hearX USA Inc.

Call: (779) 212-7334

Email: support@lexiehearing.com

**Location: 1712 Sycamore Road,
DeKalb, Illinois, 60115**

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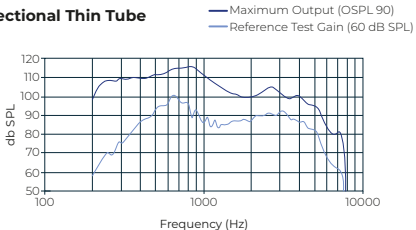
Technical specification of the Lexie Lumen hearing aid

	Slim tube	Earhook
Equivalent Input Noise (dB SPL)	< 18	< 15
Peak OSPL90 (dB SPL)	120	125
HFA OSPL90 (dB SPL)	109	118
Peak FOG (dB)	40	51

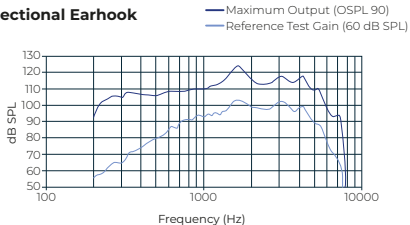
HFA FOG (dB)	33	42
HFA Ref. Test Gain (dB)	33	41
Frequency Range: f1 - f2	200 - 6700	200 - 6700
THD @ 500 Hz (%)	< 2	< 7
@ 800 Hz (%)	< 1	< 2
@ 1600 Hz (%)	< 1	< 1
Attack Time (mS)	10	10
Release Time (mS)	200	200
Battery Drain, non-streaming (mA)	1.3	1.3
Supply Voltage (V) - STD 312	1.3	1.3
Induction Coil Sensitivity (STS) (dB)	-7	-7

Response curve

Directional Thin Tube



Directional Earhook



FCC information

FCCID: POMIINHBC1B0

Per FCC 15.19(a)(3) and (a)(4), this device complies with part 15 of the FCC Rules. Operation is subject to the following conditions:

This device may not cause harmful interference, and this device must accept any interference received, including interference that may cause undesired operation.

Note:

The manufacturer is not responsible for any radio or TV interference caused by unauthorized modifications to this equipment. Such modifications could void the user's authority to operate the equipment.

Radio Equipment Directive Information:

The equipment operates in the ISM 2.4 GHz band (2.40-2.4835 GHz), using the Bluetooth™ SMART protocol and Lexie's proprietary audio streaming protocol. The maximum RF Power transmitted in that band is -6.0dBm EIRP.


Statement concerning the use of hearing instruments and life-sustaining implants:

1. Lexie strongly advises users of hearing instruments to always follow the guidance set out in this hearing instrument user


manual. When life-sustaining implants (**like pacemakers**) are used along with hearing instruments, Lexie strongly advises users to always follow the guidelines of the implant manufacturer as well.

2. If you suspect any interference to your implant, please immediately stop using all other electronic devices, including your hearing instruments, and contact the manufacturer of the implant as well as Lexie to advise about the suspected interference.
3. To ensure our hearing instruments can operate safely and effectively in close proximity to other electronic devices, Lexie hearing instruments have been proven to meet the requirements of the international standard for electromagnetic compatibility (**EMC**), **IEC 60118-13**, and **ANSI C63.19**.
4. Life-sustaining implants are required to comply with the standards described in **ANSI/AAMI/ISO 14117** on securing electromagnetic compatibility with other electronic devices, including hearing instruments. As a consequence, implants complying with the **ANSI/AAMI/ISO 14117** standards should continue to operate within the requirements of basic safety and essential performance when used with hearing instruments from IntriCon.

Precautions and warnings

 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 Lumen hearing aid to ensure personal safety and correct use. Contact the Lexie contact centre for support if you experience unexpected operations or performance.
- Do not attempt to modify the shape of the hearing aid or slim tube yourself.
- For best results, use hearing aid accessories, i.e. slim tubes and cones, 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, over amplification can cause discomfort and damage to the patient'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.

Terms of use

Intended use


hearX distributed hearing aids are wireless air-conduction hearing aids intended to be used as wearable sound amplification devices to compensate for impaired hearing of adults with mild to moderate hearing loss. These hearing aids incorporate wireless technology in their programming and use. Although wearing one hearing aid is possible, it is recommended that users wear two hearing aids. Wearing two hearing aids instead of one has been proven to lead to better outcomes such as: a fuller listening experience; easier sound localization; better understanding of speech in background noise; better perception of soft speech; less listening effort and fatigue; and a reduced need for volume. Users are urged to wear their hearing aids frequently to obtain full benefit from them.

Hearing-related safety applications

-  Although your hearing instrument is warranted, reflecting its design quality and reliability, fail-safe reliability is not implied. The

hearing instrument should not be relied upon as a primary safety system in any application where injury or loss of life may result from failure of the hearing device to properly operate. No redundancy or back-up is available in either the power source or the individual and collective circuit functions of the instrument. **WARNING:** Although your hearing aid has been designed to comply with the most stringent international electromagnetic compatibility standards, the possibility cannot be excluded that it may cause interference with other equipment, such as medical devices. It is also possible that unforeseen interference may occur in the hearing aid due to electromagnetic radiation from other products such as alarm systems, room surveillance equipment, and mobile phones.

Warning to Hearing Aid Users

 Consult promptly with a licensed physician (preferably an ear specialist) before wearing a hearing aid, if you have any of the following conditions:

- (i) Visible congenital or traumatic deformity of the ear.
- (ii) History of active drainage from the ear within the previous 90 days.
- (iii) History of sudden or rapidly progressive hearing loss within the previous 90 days.
- (iv) Acute or chronic dizziness.

- (v) Unilateral hearing loss of sudden or recent onset within the previous 90 days.
- (vi) Audiometric air-bone gap equal to or greater than 15 decibels at 500 hertz (Hz), 1,000 Hz, and 2,000 Hz.
- (vii) Visible evidence of significant cerumen accumulation or a foreign body in the ear canal.
- (viii) Pain or discomfort in the ear. Special care should be exercised in selecting and fitting a hearing aid whose maximum sound pressure level exceeds 132 decibels because there may be risk of impairing the remaining hearing of the hearing aid user.

Important Notice for Prospective Hearing Aid Users

Good health practice requires that a person with a hearing loss have a medical evaluation by a licensed physician (preferably a physician who specializes in diseases of the ear) before purchasing a hearing aid. Licensed physicians who specialize in diseases of the ear are often referred to as otolaryngologists, otologists or otorhinolaryngologists. The purpose of medical evaluation is to assure that all medically treatable conditions that may affect hearing are identified and treated before the hearing aid is purchased.

Following the medical evaluation, the physician will give you a written

statement that states that your hearing loss has been medically evaluated and that you may be considered a candidate for a hearing aid. The physician will refer you to an audiologist or a hearing aid dispenser, as appropriate, for a hearing aid evaluation.

The audiologist or hearing aid dispenser will conduct a hearing aid evaluation to assess your ability to hear with and without a hearing aid. The hearing aid evaluation will enable the audiologist or dispenser to select and fit a hearing aid to your individual needs.

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

It should be noted that hearing aids/instruments cannot restore normal hearing and will not prevent or improve any hearing impairment. You are urged to use your hearing aid frequently to obtain full benefit from it.

Children with Hearing Loss

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

Limitation of liability

Nothing in these Terms shall limit or exclude our liability for:

- (i) death or personal injury caused by our negligence;
- (ii) fraud or fraudulent misrepresentation; or
- (iii) for any matter for which it would be illegal for us to exclude or to attempt to exclude our liability.

We shall not be liable for any special, incidental, indirect or consequential losses and/or damages relating to the use of merchandise or breach of any of the obligations owed to the purchaser.

Our total liability under or in connection with the contract (whether in contract, tort,

breach of statutory duty, restitution or otherwise) in respect of all and any loss or damage howsoever caused shall in no circumstances exceed the Fees actually paid by you to which the loss relates.

The manufacturer makes no warranty, either expressed or implied, that the merchandise is merchantable or fit or suitable for any particular use or purpose. and makes no other warranty, express or implied, except as is expressly set forth herein, all such other warranties being hereby disclaimed, to the fullest extent permitted by law.

In the event your hearing aid needs repair, please contact Lexie at **(779) 212-7334 (Monday – Friday, 09am – 10pm EST)**

Contact us

Call: (779) 212-7334

Email: support@lexiehearing.com

Location

1712 Sycamore Road,
DeKalb, Illinois, 60115




For additional information on the use of these hearing aids, visit www.lexiehearing.com.

Information and **Description of Symbols**

With the CE symbol, Lexie confirms that this product – including accessories – meets the requirements of the Medical Device Directive 93/42/EEC as well as Radio Equipment Directive 2014/53/EU. A copy of the Declaration of Conformity can be obtained from IntriCon.



 This symbol indicates important information on handling and product safety.



This symbol is for caution and warning. It is a safety symbol used to highlight that there are specific warnings or precautions associated with the devices that are not otherwise found on the label.



Telecoil compatible assisted listening device.



Indicates the medical device manufacturer, as defined in EU Directive 93/42/EEC.



Consult instructions for use.



Manufactured by IntriCon Corporation
1260 Red Fox Road
Arden Hills, MN 55112, USA

EC REP

CE 2797

CEpartner4U BV
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The Netherlands

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