



Operation, Care, and Maintenance Information

User Manual: Part 2

Lexie H1 Hearing Buds



Welcome

Welcome to Part 2 of the User Manual for the **Lexie H1 Hearing Buds**.

In this section, we will provide you with essential operational, care, and maintenance information relevant to your hearing aids.

For the best sound and streaming experience, wear both hearing aids.

Before use, remove the adhesive strips covering the charging contacts on each hearing aid.

Then, turn on Bluetooth® on your smartphone.

Download the FREE Lexie app—it can be used to adjust your hearing aids and is essential for customizing them. Scan the QR code or find it on the App Store® or Google Play™.



Thank you for choosing Lexie Hearing.



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

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1 Get to know your hearing aids

1. Get to know your hearing aids

What is included?



Lexie H1
Hearing Buds



Rechargeable
case (1)



Charging cable
(USB Type-C® to
USB-A cable) (1)



Cleaning
brush (1)



Vented domes
(6 pairs): S, M & L

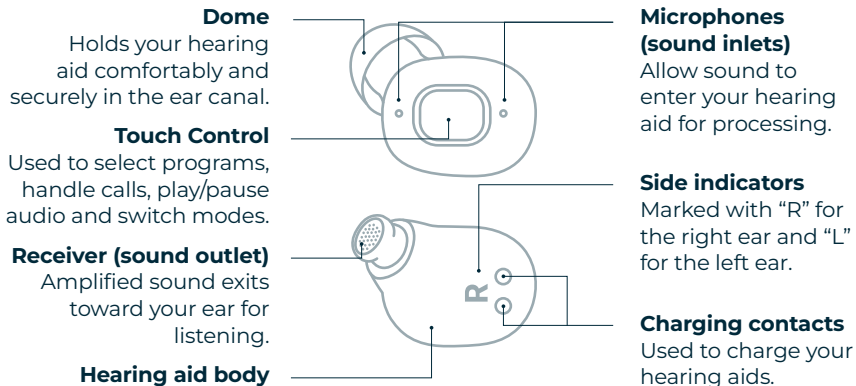


User manual:
Part 1 & Part 2



Quick start guide

Hearing aid overview



Power on: The hearing aids turn on automatically 7 seconds after removing them from the charging case.

Power off: They turn off automatically when placed back in the case and the lid is closed.

2 Set up your hearing aids

2. Set up your hearing aids

Before use, remove the adhesive strips covering the charging contacts on each hearing aid.

Step 1

Download the free Lexie app from the App Store® or Google Play®.



Step 2

Ensure Bluetooth is enabled: Make sure your smart device or phone's Bluetooth setting is turned on.

Step 3

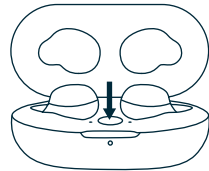
Use one of two methods to put your hearing aids in discovery mode for pairing.

Method 1: Rechargeable case pairing

- Place both hearing aids in the rechargeable case with the lid open.
- Press and hold the pairing button in the case until the status light pulses blue (about 3 seconds).

- Select “**Lexie H1 Hearing Buds**” in the Lexie app.
- The status light will turn solid blue for 5 seconds to confirm successful pairing. If the Lexie app is open, the connection will show on the screen.

Your hearing aids power on automatically 7 seconds after removing them from the case and power off when you place them back and close the lid.



Method 2: In-ear pairing

- Place both hearing aids in your ears.
- Press and hold the Touch Control on the side of each hearing aid for 5 seconds until you hear “Pairing.”
- Select “**Lexie H1 Hearing Buds**” in the Lexie app.
- Your hearing aids will say “Connected” to confirm pairing. If the Lexie app is open, the connection will show on the screen.



Stream calls and audio directly to your hearing aids from your paired device/phone.

2 Set up your hearing aids

Note

Manage your pairing connection in the Bluetooth list under Settings on your phone. Select “disconnect” to unpair, or “forget” to delete the pairing.

Note

If you don't use a smartphone but want to stream audio, pair your hearing aids directly to a compatible device via Bluetooth. Without the Lexie app, you won't be able to customize your hearing aids.

The Lexie app

The free Lexie app, companion to your **Lexie H1 Hearing buds**, guides you through setup and use, offers customization options, and includes tutorials for adjustments.

In the Lexie app, you can choose **Preset Programs, adjust volume, mute/unmute** sound, manage unwanted noise, monitor battery levels, view firmware updates, adjust Touch Control settings, get support, and more.

Customize your hearing aid's streaming and hearing modes with the following options:

Streaming mode:

The Lexie app Ambient Sound control helps you focus on streaming sounds like phone calls, music or media.

- **Active Noise Cancellation (ANC):**

Turn on ANC to reduce background noise and improve sound quality. You can also double-tap the Touch Control to toggle ANC on or off.

- **Transparency:**

Turn on Transparency to hear your surroundings while streaming. Turn it off to filter out external sounds and focus on your audio.

Note

Some people might feel lightheaded, dizzy, disoriented, or experience mild headaches when using ANC for the first time. For advice on dealing with ANC discomfort, please visit our Troubleshooting Guide, accessible via the QR code at the back of this manual.

2 Set up your hearing aids

Tip:

Adjust the streaming volume using your phone or smart device controls.

Hearing aid mode:

These features help you to manage your hearing in a variety of listening situations.

- **Preset Programs**

Choose a preset that is most comfortable for listening to speech in quiet conditions. Amplification, especially for speech, increases as you go from program 1 to program 4. If you're new to hearing aids, try program 1; if you're experienced, try program 3.

- **Volume**

Increase volume: Drag the volume slider to the right to make sounds louder.

Decrease volume: Drag the volume slider to the left to make sounds quieter.

Mute: Turn off your hearing aids' microphones, to prevent them from amplifying sounds.

- **Directionality**

Front: May help focus on sounds in front of you, especially in noisy surroundings.

Everywhere: May provide better overall sound awareness or be more suitable for quiet environments

- **Noise Reduction**

Could help to enhance speech clarity while minimizing background noise to help make conversations clearer. The higher the level, the more reduction is applied.

- **Wind Noise Reduction**

ON: May be helpful in outdoor settings.

OFF: May be better for indoor environments.

Tip

Use the volume slider in the Lexie app to adjust your hearing aid volume.

⚠ Warning

Hearing aid features such as a directional microphone (“Front mode”), Active Noise Cancellation (ANC), Transparency, and Mute may reduce your general sound awareness and make it harder to hear important sounds and alerts. These features should be used with caution when you are in an environment where sounds and alerts are important to be aware of such as when crossing a street.

3 How to wear your hearing aids

3. How to wear your hearing aids

Positioning your hearing aids

Step 1

Identify the right and left hearing aids: The right has an “R” inside, and the left has an “L.”



Step 2

Hold the hearing aid with the dome pointing down and the charging contacts and “R” or “L” facing you.



Step 3

Insert the dome into your ear canal with the charging contacts facing you.



Tip

Practice in front of a mirror for easier placement.

Step 4

Rotate the hearing aid back as you gently press the dome further into your ear being careful not to insert the body of the hearing aid into the ear canal.

**Step 5**

Check that the Touch Control is facing out, not up.

Once inserted correctly, the hearing aid should rest comfortably in the bowl of your ear, feeling snug and secure.

3 How to wear your hearing aids

Tips

If the hearing aid isn't secure, try this:

- Use your opposite hand to pull the top of your ear upwards and outwards, creating space. Then, rotate the hearing aid into place with your other hand.
- Alternatively, gently pull down and outwards on your earlobe while rotating and pressing the hearing aid in.

Due to individual ear canal differences, the dome may not be inserted to the desired depth. It should not touch the eardrum. If you experience discomfort, feedback, or an unstable fit see the “*Domes*” section.

Removing your hearing aids

Step 1

Grasp the hearing aid with your fingers and gently pull to remove it from your ear canal.

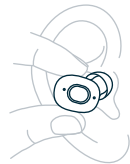


Tip

You may need to twist the earbud towards your nose when removing.

Step 2

Check the dome. Sometimes domes can turn inside-out during removal. If this happens, use your fingertips to push and roll it back into position. Also, make sure the dome is still securely attached to the hearing aid to prevent it from coming off in your ear or during removal.

**Tip**

We recommend cleaning your hearing aids after use. See the “*Care, maintenance, and accessories*” section for instructions.

4. Vented dome

The domes are made from soft, medical-grade silicone and come in different sizes to fit your ear canal. They attach to the receiver of your hearing aid and help fit it securely while directing the sound into your ear.

The vents, small holes, allow air and natural sound to pass through which may help to:

- Prevent the buildup of pressure in the ear canal
- Enhance overall sound quality
- Improve your listening experience
- Provide comfort during extended wear



Small, Medium & Large

Your Lexie H1 Hearing Buds come pre-fitted with a medium-sized vented dome.

What to expect

When you first insert a hearing aid, you may experience common sensations such as itchiness from the dome tickling the ear canal, changes in the sound of your voice, louder chewing noises, or a sense of fullness or blockage in your ear.

These sensations are normal and will typically fade as you adjust to your hearing aids and find the right dome.

Dome selection

Choosing the right dome size for each ear is essential for clear hearing, comfort, and minimizing feedback. You may need to try different sizes to find the best fit.

Refer to the guidelines below to help you select the dome for you.

Correct size

- Domes should be slightly larger than your ear canal to stay in place.
- They do not contribute to feedback (whistling) and feel comfortable.
- A good fit stays secure, even with head or jaw movements.

4 Vented dome

✗ Too big

- Large domes can be uncomfortable and cause pressure.
- They may be hard to insert and affect sound quality.
- They might reduce clarity of sound.

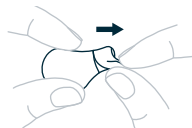
✗ Too small

- Small domes are loose and ineffective.
- They can easily dislodge and cause feedback.
- They don't seal well, leading to a loss of sound.

How to replace a dome

Step 1

To remove the dome, hold the hearing aid in one hand and pull the dome off gently but firmly with the other hand.

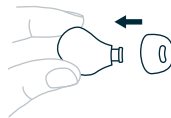


Tip

It may help to use your thumb or fingertip to peel the dome away on one side first.

Step 2

To attach a dome, align the stem inside the dome with the receiver (sound outlet) of the hearing aid.



Step 3

Slide the stem of the dome onto the receiver until it fits snugly. The edge of the stem should fit securely over the lip of the receiver (sound outlet).

4 Vented dome

Step 4

Gently tug on the dome to ensure it is securely attached to the receiver.

Important

In the unlikely event that a dome gets stuck in your ear canal, do not attempt to remove it yourself. Avoid using your hearing aid until a healthcare professional has safely removed the dome.

5. Operate your devices: Touch Control

Hearing aid mode

Hearing aid mode is the default mode for Lexie H1 Hearing Buds. Double tap the Touch Control to cycle through the 4 Preset Programs. Amplification, especially for speech, increases from program 1 to program 4. To adjust volume per preset or mute, access the Lexie app. A single tap on the Touch Control connects you to an audio stream provided that a streaming platform is open on your phone.*

In hearing aid mode	Touch timing	Result	Indicator
Single tap	Less than ½ second	Enter audio streaming mode*. Also pause and resume audio stream.	Single beep
Double tap	Two consecutive single taps within 1 second	Move to next Program in both ears	"Program 1" "Program 2" "Program 3" "Program 4"

* This functionality may not be compatible with all phone models.

Phone call streaming mode

When entering or exiting phone mode, tap or double-tap the Touch Control to accept, reject, or end a call in both hearing aids. See the table below for details.

In phone call mode	Touch timing	Result	Indicator
Single tap	Less than ½ second	Answer call	Dependent on paired mobile device
Double tap	Two consecutive single taps within 1 second	End call, or reject incoming call	Dependent on paired mobile device

Audio streaming mode (music/media)

Initiate audio streaming to your hearing buds from a connected device, like your phone, provided that a streaming platform is open on your phone. Use the Touch Control to access different functions while streaming audio (see table for details). Tapping one hearing bud will change settings in both simultaneously. ANC reduces background noise during streaming.

Tip

Ensure your dome fits well for optimal ANC performance. A poor fit can reduce ANC effectiveness. See the “Domes” section.

In audio streaming mode	Touch timing	Result	Indicator
Single tap	Less than ½ second	Pause streaming and enter Hearing Mode or resume audio streaming.*	Single beep
Double tap	Two consecutive single taps within 1 second	Activate or turn off Active Noise Cancellation (ANC)	“ANC on” or “ANC off”

* This functionality may not be compatible with all phone models.

To reset your **Lexie H1 Hearing Buds**, place them in the charging case and press the pairing button for 10 seconds. The status light will pulse white when reset.
Note: Bluetooth pairing will be deleted.

6. Battery life and charging

Battery life and charging times

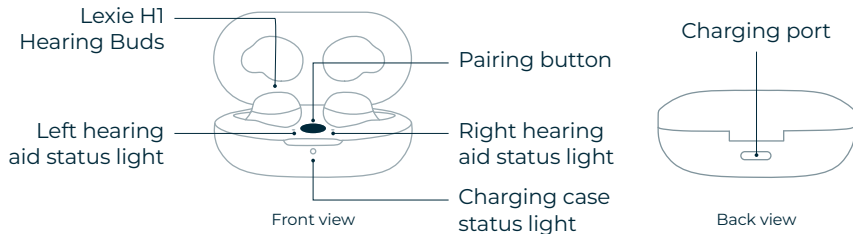
Hearing aid mode	Streaming mode	Time to charge
Up to 9 hours	Up to 6.5 hours	Full charge = 1.5 hours
Up to 5 hours	Up to 3.5 hours	Quick charge = 30 minutes
Up to 3 hours	Up to 2 hours	Quick charge = 10 minutes
Rechargeable case (fully charged) holds up to 4 extra charges for the hearing aids		Depleted case = 1.5 hours Depleted case and hearing aids = 2 hours

Your hearing aids should have enough charge for initial use. However, since batteries can lose power over time and there might be a delay between when you buy and use them, it's a good idea to charge them fully before using them for the first time.

- **Alert:** Your hearing aids will announce “Low battery”. Depending on your usage, you will have about 20 minutes of remaining use.
- **Monitor** the battery level of each hearing aid and charging case in your Lexie app.
- **Battery life** varies depending on hearing aid settings, how long you wear them, and how much you stream.

Get to know your charging case

Rechargeable case: overview



6 Battery life and charging

Lexie H1 Hearing Buds	Place the left device in the left slot marked “L” and the right device in the right slot marked “R” inside the charging case.
Pairing button	For Bluetooth pairing and device reset.
Left hearing aid status light	Shows the charging status and remaining battery of the left hearing aid.
Right hearing aid status light	Shows the charging status and remaining battery of the right hearing aid.
Charging case status light	Shows the charging status and remaining battery of the case.
Charging port	Connect the included USB-C cable to a USB-A outlet that meets industry safety standards to charge the hearing aids and/or case. See “2. Regulatory and Legal: 2.5 Charging Cable, Adapters, and Power Supply” in User Manual Part 1 for more information.

Charge your hearing aids and case when not in use, even if they’re not fully drained. Regular charging keeps them in good working order.

Both the rechargeable case and hearing aids have built-in, non-removable rechargeable batteries. They are safe to bring on airplanes as carry-on luggage.

Status lights: overview

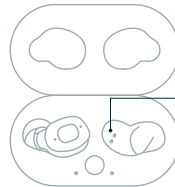
The **hearing aid status lights** inside the rechargeable case and the external **case status light** will behave differently depending on the activity, as shown below:

- | | |
|------------------------------------|-----------------------------------|
| ● Solid Green: >90% charged | ⦿ Pulsing Blue: Bluetooth pairing |
| ⦿ Pulsing Green: 75% - 90% charged | ● Solid Blue: Paired state |
| ⦿ Pulsing Yellow: 25%-75% charged | ⦿ Pulsing White: Reset state |
| ⦿ Pulsing Red: <25% charged | |

Charge your hearing aids

Step 1

Make sure your hearing aids and charging case are clean and dry—especially the charging contacts—before charging.



Charging
contacts
inside
case

6 Battery life and charging

Step 2

Place the left hearing aid in the left slot and the right hearing aid in the right slot of the charging case.

Step 3

Position each hearing aid with the dome facing outward and the L/R marker facing downward.

Step 4

Align the charging contacts on the hearing aids with those in the charging slots.

Step 5

Close the lid while charging.

Charge your rechargeable case

Step 1

Make sure your charger is clean and dry before charging.

Step 2

Plug the smaller end of the supplied USB cable into the USB-C port on the back of the charging case.

Step 3

Connect the larger end to a USB-A outlet that supports 5V/1A or 5V/2A and complies with industry safety standards to charge the case.

Note

Only use the USB cable supplied in the packaging. See “2. Regulatory and Legal: 2.5 Charging Cable, Adapters, and Power Supply” in User Manual Part 1 for more details.

Tip

Store and charge your devices in a dry location.

Warning

Do not place the charger in your clothing pocket while charging with the USB cable. The charger may overheat and malfunction.

7. Care, maintenance, and accessories

General care and maintenance

Regularly cleaning and caring for your hearing aids, components, and charger is essential for maintaining their performance and longevity. Proper care ensures they work effectively and last longer.

- Avoid water exposure from showers, baths, rain, or liquid immersion for cleaning.
- Don't wear them while swimming, showering, or in a sauna.
- Don't leave them behind when visiting a hot tub, steam room, or sauna.
- Keep the hearing aids and charger away from excessive heat and direct sunlight.
- After applying cosmetics, perfume, aftershave, hairspray, lotions, etc., allow time to dry before putting on your hearing aids.
- Don't dry your hearing aids in an oven, microwave oven, or other heating equipment.
- Use a soft, clean, and dry cloth to wipe your hearing aids.

- Never use alcohol or other cleaning solutions to clean your hearing aids, except those supplied by Lexie Hearing®.
- Handle the hearing aids over a soft surface during the cleaning process to prevent damage should you drop them.
- Don't use sharp tools such as needles, safety pins, tweezers, or clips to remove earwax or debris from your hearing aids, except the cleaning tool provided with your product.

Note

For additional warnings, cautions, and notices refer to User Manual Part 1: Regulatory, Legal, and Technical Information.

Safe storage recommendations

- Before placing your hearing aids in the case, remove sweat, moisture, or debris.
- Store your hearing aids in the charging case with the lid closed when not in use.
- Keep your hearing aids, components, and accessories out of reach of children and pets, as small parts may pose a choking hazard.
- Keep your hearing aids, components, and accessories away from individuals with cognitive, intellectual, or mental health challenges.

7 Care, maintenance, and accessories

- For extended storage periods, fully charge your hearing aids and rechargeable case at least every 6 months to prevent the battery from reaching a state of “deep discharge.” This will prolong the battery life.
- Store at the recommended temperature between -4°F (-20°C) to 113°F (45°C) for best battery performance.
- Store at the recommended humidity between 0% to 90% (relative humidity) for best battery performance.

Cleaning routines

Keep your hearing aids, components, and rechargeable case clean and dry daily, as wax and moisture can cause malfunctions.

Follow the guidance for daily cleaning and deep cleaning. Deep cleaning is required at least every two weeks.

Daily

Hearing aids

Wax, oil, or other debris can clog the **receiver (sound outlet)** and **microphones (sound inlets)**, affecting sound quality or causing no sound.

For daily cleaning, use a dry, lint-free cloth (not included) and the provided cleaning brush. The brush has a wire loop for gently picking or scooping out debris.

Step 1

With the **dome** attached, use the bristles of the cleaning brush to clean the whole dome and the sound outlet area of the dome. Use the wire loop to remove any visible wax or debris from inside the dome outlet.



Step 2

To clean the **microphones**, use the bristles to brush the two sound inlets.



Step 3

To clean the **charging contacts**, use the bristles to brush the gold contacts clean.

Step 4

Use a lint free cloth (not included) wiping over the **entire body** of the hearing aid and dome to remove residue and to complete the daily cleaning process.

7 Care, maintenance, and accessories

Rechargeable case

Your rechargeable case needs cleaning too. Inspect the charging contacts inside the charging slots.

- Clean the contacts inside the slots using a lint-free cloth (not included).
- Roll the cloth tightly and insert it into the slot to reach and clean the contacts.
- Also remember to inspect the charging cable ends and the power socket at the back of the case for any damage.

Note

You can expect reliable operation for up to 2 years if used according to the User Manual Part 1 & 2. After this, battery life may decrease.

Deep cleaning

Hearing aids

It's important to deep clean your hearing aids at least once every two weeks to remove built-up wax and debris that daily cleaning might miss. The Care Kit from Lexie Hearing includes putty and 70% isopropyl alcohol wipes, specially designed for deep cleaning your hearing aids.

Step 1

Remove the dome to expose the sound outlet (receiver). For dome removal instructions, see the “Domes” section.

Step 2

Use the cleaning brush around the sound outlet to remove wax and debris.

Step 3

Use a 70% isopropyl alcohol wipe to clean all surfaces of the hearing aid.

Step 4

Roll the putty into a ball. Hold the ball in one hand and the earbud in the other. Gently press the putty into the sound outlet, then peel it away. Repeat this a few times.

**Step 5**

Gently press the putty into the microphone areas (sound inlets), then peel it away. Repeat this a few times.

7 Care, maintenance, and accessories

Step 6

Wipe the earbud once more with the alcohol wipe to remove any remaining residue. After cleaning all surfaces one final time, reattach the dome. For instructions, see the “*Domes*” section.

Domes

If the domes are intact with no signs of wear, you can soak them in a mix of skin-friendly soap and warm water. Rinse with clear water and **dry thoroughly before reuse**. Do not clean your hearing aids with soap and water. Follow the instructions in the “*Care, maintenance, and accessories*”. Refer to the “*Domes*” section as an example in Step 6.

Note

The Lexie H1 Hearing Buds are not waterproof. Don't immerse or submerge your devices in water, alcohol, or any liquid for cleaning purposes.

Excessive or extended exposure to moisture

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

Your hearing aids have an Ingress Protection Rating of 54 (IP54), offering limited protection from dust and water splashes from any direction, making them suitable for workouts or light rain. However, they are not dustproof or waterproof, so it's important to avoid moisture exposure and buildup.

For more info, visit lexiehearing.com FAQs.

Tip

In humid climates or if you sweat often, dry your hearing aids more frequently using recommended methods from our FAQs.

Maintenance

Even with proper care, domes should be replaced every 3 months for optimal performance and longevity. Replace them sooner if they become discolored, stiff, or don't fit snugly. See "*Domes*" section for instructions on how to replace them.

Accessories

Purchase accessories from the Lexie Hearing website, contact center, or Lexie app. Using accessories from other manufacturers may damage your ears and hearing aids.

- Domes
- Care Kit: 6-month supply includes:
 - 2x pairs vented domes per size small, medium & large
 - 4x cleaning putty packs
 - 10x 70% isopropyl alcohol wipes
 - 2x Cleaning brushes

8. Troubleshooting

Troubleshooting guide

Access our Troubleshooting Guide by scanning the QR code to find solutions to common hearing aid issues.

To scan:

1. Open your phone's camera app.
2. Point your camera at the QR code.
3. Tap the link that appears on your screen to open the guide.

You can also visit the following link lexiehearing.com/h1-troubleshooting-guide to access the Troubleshooting Guide directly.



8 Troubleshooting

Note

For information on returns and refunds, please visit section 2.4 of the Regulatory, Legal, and Technical User Manual (Part 1). Alternatively, scan the QR Code or access our Returns Policy on our website: **lexiehearing.com/returns**.



Adjusting to life with hearing aids

Adjusting to new hearing aids can feel overwhelming at first, but with patience and practice, you'll soon experience better hearing. You may face some challenges, but knowing what to expect can help. Familiarize yourself with tips and common experiences to make the transition easier.

Scan the QR code helpful tips.



Manufactured for: hearX USA Inc.
320 Dietz Ave, DeKalb, IL 60115, USA
(779) 212 7334

Contact and/or support

For support, including how-to videos, FAQs, and shopping for accessories or replacement components, use the following resources:



Connect directly with our Lexie Experts® on the Lexie app.



Call our Lexie Experts at (779) 212 7334, available Mon–Fri, 8 AM–8 PM CT, and Sat, 8 AM–5 PM CT. Closed Sundays.
Visit **www.lexiehearing.com/us/support**



User manual, blog, and videos available on **www.lexiehearing.com**

lexiehearing.com/terms-web