

LIZN®
HEARPIECES
HP2 Over
Counter
Hearing
Solution



LIZN HEARPIECES HP2 Over Counter Hearing Solution User Manual

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LIZN HEARPIECES HP2 Over Counter Hearing Solution



Product Usage Instructions

Inserting the Hearing Aid:

Ensure the hearing aid does not cause pain when inserting. If there is discomfort or pain, remove it immediately. Contact the manufacturer if discomfort persists.

Volume Adjustment:

If the sound output is uncomfortably loud or painful, lower the volume or remove the device. Continuous discomfort may require further adjustments to the device.

Handling Stuck Pieces:

If any part of the hearing aid gets stuck in your ear, do not attempt to remove it with tweezers or cotton swabs. Seek medical help immediately to avoid injury.

Consultation:

If you have ongoing concerns about your hearing, consult with a hearing healthcare professional for assistance and guidance.

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.

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.

- 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.
- 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 ears, 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 swaps because they can push the part farther into your ear, injuring your eardrum or ear canal, possibly seriously.

Note: If you remain concerned, consult 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.

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 a 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.

Note:

LIZN ApS, LIZN Hearpieces®, FCC ID: 2A8VD-HP2

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.

Note: 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.

LIZN Hearpieces® are only compliant if no changes or modifications are made to the device.

LIZN Hearpieces® are compliant with the requirement for RF exposure in US with no distance to the user.

LIZN Hearpieces® are compliant with the antenna fixed to the product by manufacture and no other antenna is to be used.

IMPORTANT

DOWNLOAD THE LIZN APP ON YOUR SMARTPHONE, SO YOU CAN UPDATE THE SOFTWARE IN YOUR LIZN HEARPIECES TO THE LATEST VERSION. USE THE QR CODE AND FOLLOW THE INSTRUCTIONS.



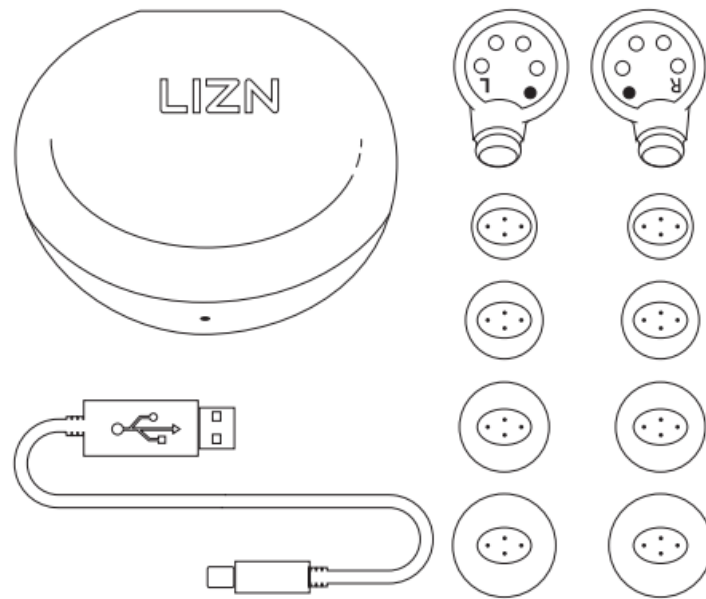
Download the latest revision of the LIZN Hearpieces® Manual from [LIZN.com](https://www.lizn.com).

Since the software in your LIZN Hearpieces®, including new features and functionality, can be updated via the LIZN App, please ensure you always download and review the latest revision of this manual.always download and read the latest revision of this manual.

Unboxing

The box with LIZN Hearpieces® includes:

- 2 wireless LIZN Hearpieces® – Left and Right
- 4 sets of soft LIZN Heartips – XSmall, Small, Medium and Large
- 1 combined LIZN Charger and carrying case for 2 Hearpieces®
- 1 USB cable
- 1 Manual and Warranty



Select the correct Heartips

The LIZN Hearpieces® are pre-fitted with Medium sized soft Heartips already attached.

The box also contains alternative sizes: X-Small, Small, and Large Heartips.

It is important to select the right size of Heartips.

Selecting Heartips that are too small will degrade the sound experience and the speech comprehension. Further, you will risk the Hearpiece falling out of your ear or moving too far into the ear canal, which might cause one of the microphone inlets to be blocked.

Selecting Heartips that are too big may cause pain or discomfort.

When attaching the Heartips to the Hearpiece, please note that both the tip of the Hearpiece and the Heartip are oval-shaped.

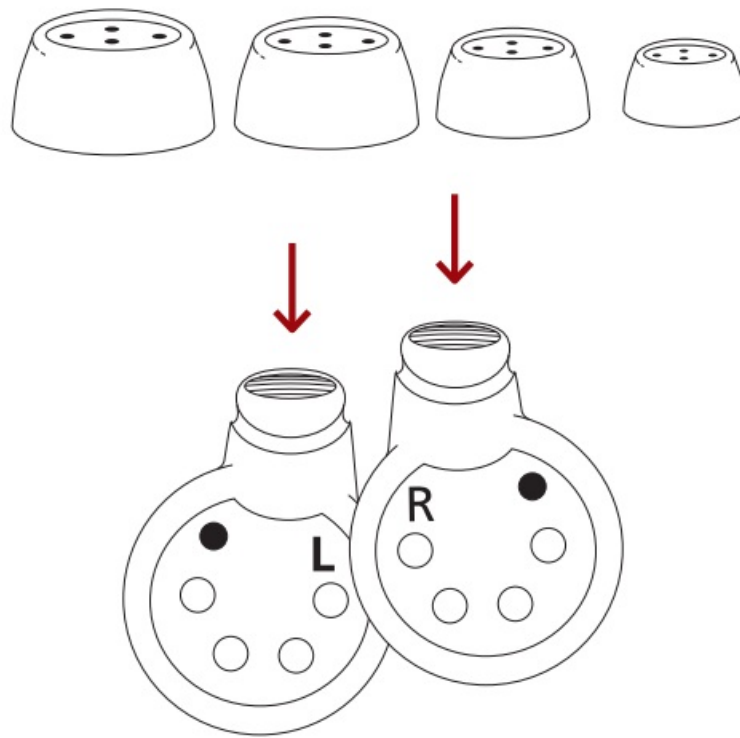


To attach the Heartip to the Hearpiece, simply slide it over the speaker hole, similar to placing a rubber band on a jar.

Please experiment with the different sizes of Heartips until you have found the most comfortable solution.

Never use the LIZN Hearpieces® without the Heartips.

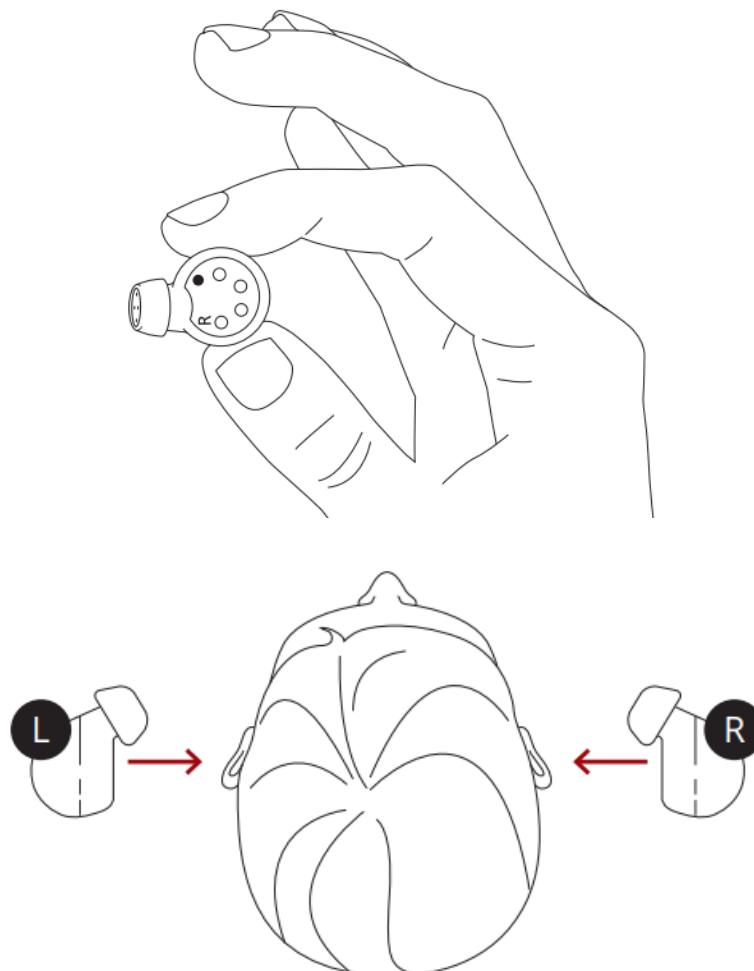
Always clean your ears before use to avoid earwax blocking the Hearpieces®.



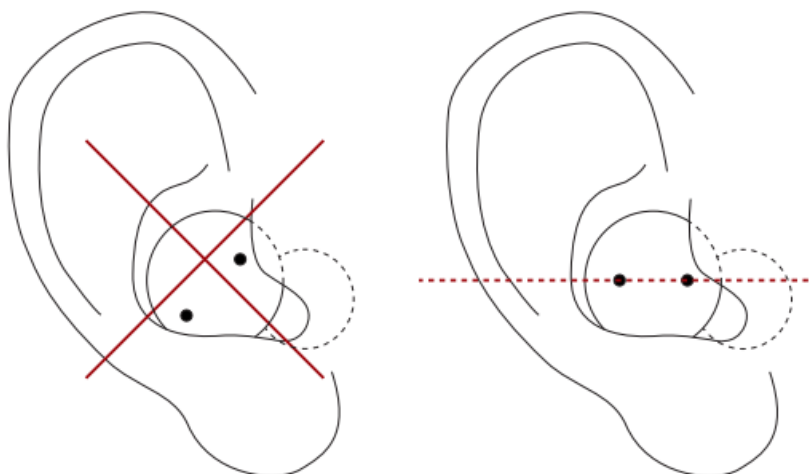
How to place the Hearpieces

How to place the Hearpieces® correctly in your ears

Please be aware that the Hearpieces® must be placed correctly in your ears in order to experience the best possible speech comprehension.



Insert the Right and the Left Hearpiece in your ears and twist them gently, so the small microphone inlets are parallel and visible.

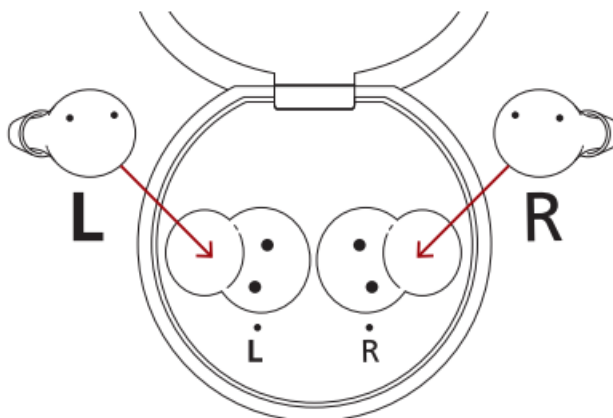


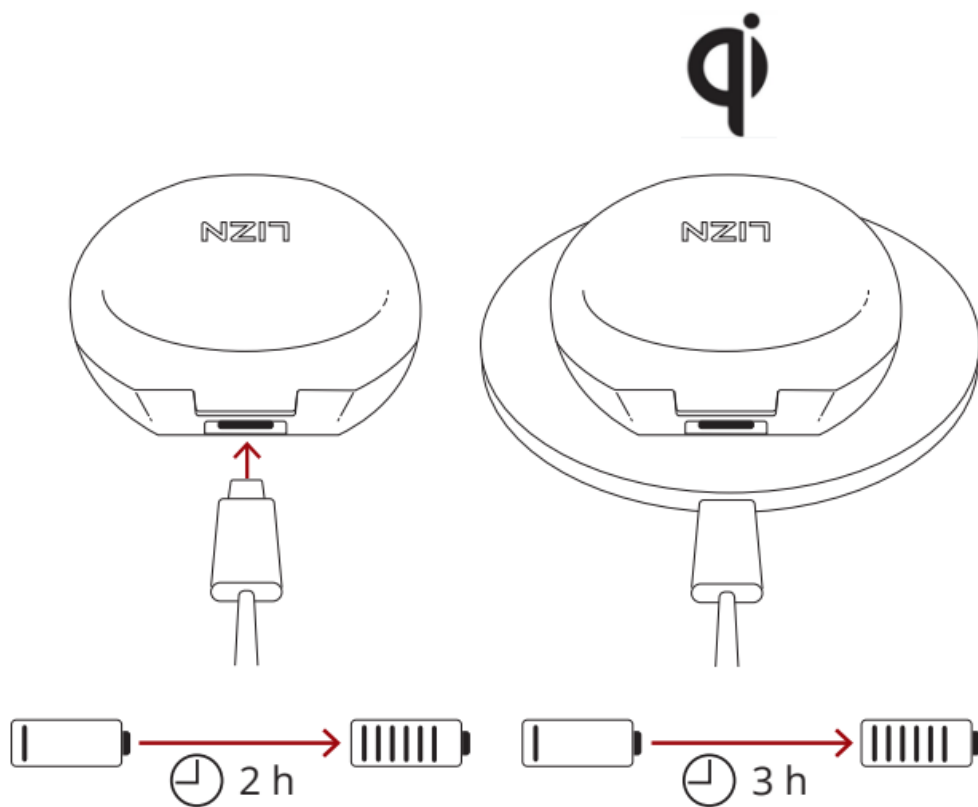
To enjoy directional listening, make sure the LIZN Hearpiece microphone inlets are parallel.

Charging of batteries

Place the LIZN Hearpieces® correctly in the Charger. The Right in the right side and the Left in the left side. Use the USB-cable to charge the LIZN Charger by using a USB power outlet or power adaptor. A power adaptor is not included. It takes approximately 2 hours to fully charge the Charger and the LIZN Hearpieces®.

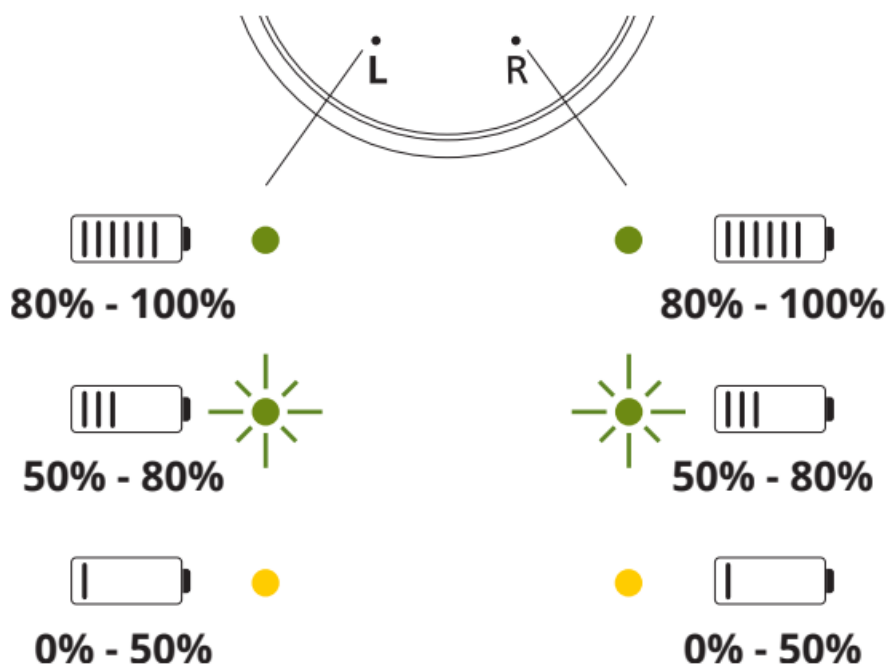
NOTE: The LIZN Charger uses USB voltage of 5V (+/- 0.25V). Do not charge the Charger using a higher voltage.





CAUTION: Only use the LIZN Charger and USB cable supplied in the box. You can also place the Charger on a wireless charger.

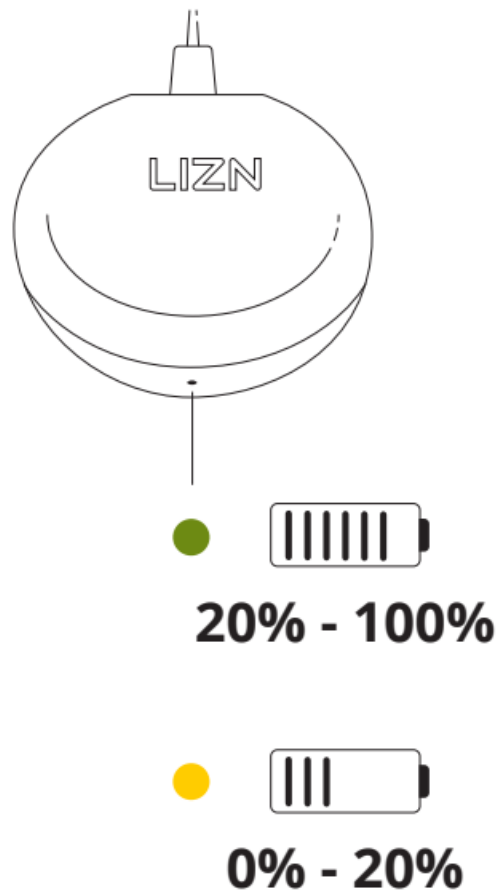
Since wireless charging is less efficient, the charging time will typically take 30-80% longer.



The two LED indicators inside the LIZN Charger show the battery status of the LIZN Hearpieces®.

- Amber light indicates 0% – 50% battery status.
- Flashing green light indicates 50% – 80% battery status.
- Green light indicates 80% – 100% battery status.

A full charge from 0% to 100% may take up to 2 hours using a cable, but under normal usage, charging for about half an hour should be sufficient.



The LED indicator on the front of the LIZN Charger shows the battery status of the Charger.

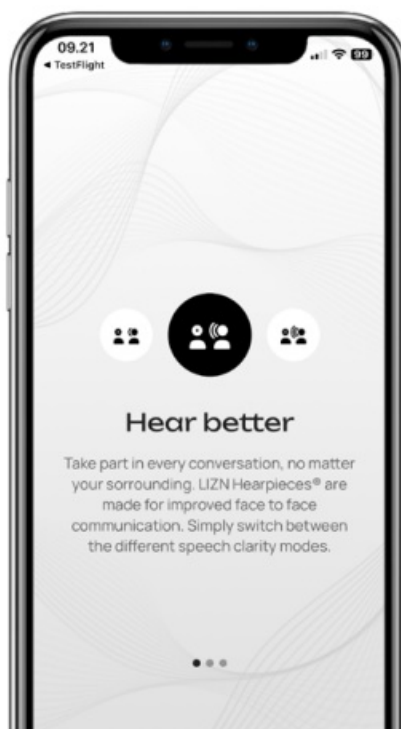
- Amber light indicates
0% – 20% battery status.
- Green light indicates
20% – 100% battery status.

The charger also works as a power bank, making it possible to charge the Hearpieces® several times.

Download the LIZN App.

To improve your experience of the LIZN Hearpieces® and to ensure that you always have the latest software version installed, you should download the LIZN App on your smartphone.

Please use the QR code and follow the instructions on your phone.

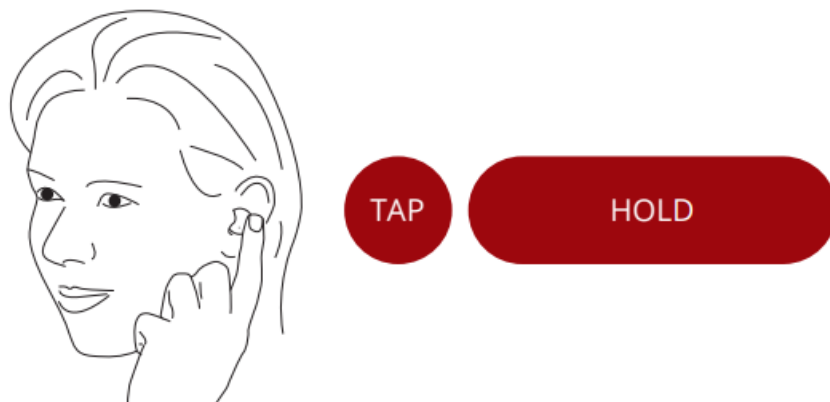


As soon as you remove the two LIZN Hearpieces® from the Charger, your smartphone will detect them and connect by Bluetooth®.

NOTE: For first time connection some smartphones require that you connect using the Bluetooth® menu in your smartphone settings to initiate pairing.

If you experience a problem to connect the Hearpieces with your smartphone, please charge the Hearpieces, take

them BOTH out of the Charger, look at the Bluetooth display (under Settings) on the phone, and make a short TAP followed by a longer HOLD on one of the Hearpieces. The Bluetooth identity number of your Hearpieces will now show on your display, so you can connect.



Normally, this is only a first time connection issue. If you experience ongoing problems to connect to your smartphone, please contact LIZN via the LIZN App or via LIZN.com.

IMPORTANT

After having installed the LIZN App, please update the software on your Hearpieces® to confirm you have the latest version. This is to ensure that you get the best possible experience using the Hearpieces® for both face-to-face communication in LIZN mode, for music and podcasts in Earphone mode as Well as for telephone communication in Call mode. First tap on the settings menu on the top right corner of the App. Then tap “Update now”.

Connecting

Connect to other Bluetooth® devices

The LIZN App manages the connection to your smartphone, allowing you to control your Hearpieces® and download new software. However, you can also use the Hearpieces® as regular earphones with other Bluetooth® devices, such as your tablet or PC.

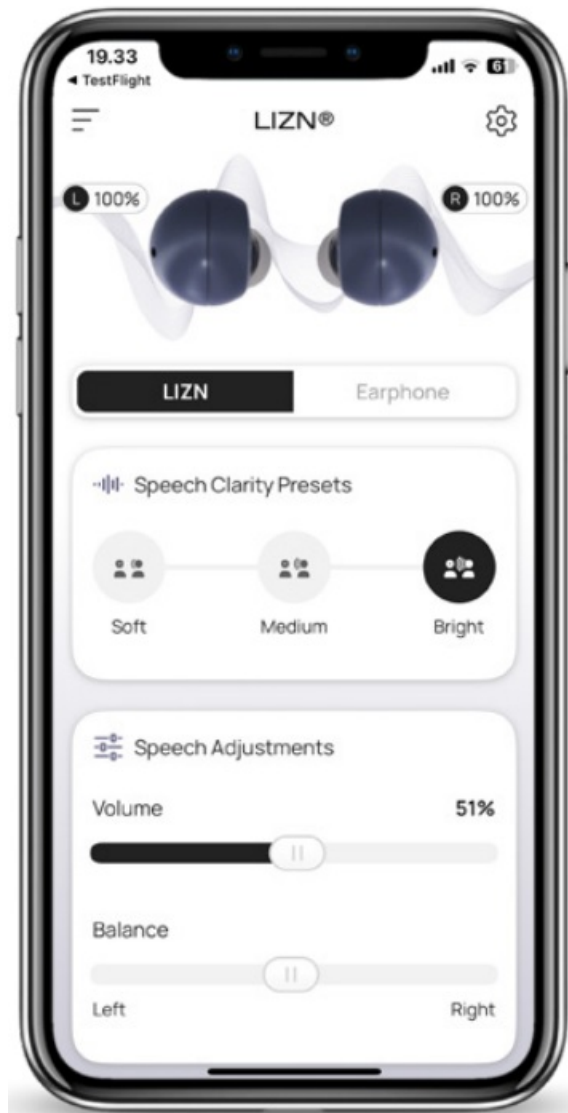
When both Hearpieces® are removed from the charger, you can disconnect from your current device with a TAP and a subsequent HOLD on one of the Hearpieces®. This will allow you to disconnect and make the Hearpieces® available for pairing with other devices. Then use the Bluetooth® settings on your devices to establish a connection with your Hearpieces®.

Control the Hearpieces® using the LIZN App.

The LIZN Hearpieces® are multifunctional and will be in one of the following three Modes: LIZN Mode, Earphone Mode or Call Mode. Select LIZN Mode for face-to-face communication, where you can choose from three speech clarity presets: Soft, Medium or Bright.

With the Soft setting, you'll experience a gentle amplification of consonants in speech. On the other hand, the Bright setting is designed to significantly enhance speech comprehension for users with mild to moderate hearing loss, especially in noisy environments and challenging acoustics.

Use the Volume and Balance sliders to adjust the sound to the most comfortable level.

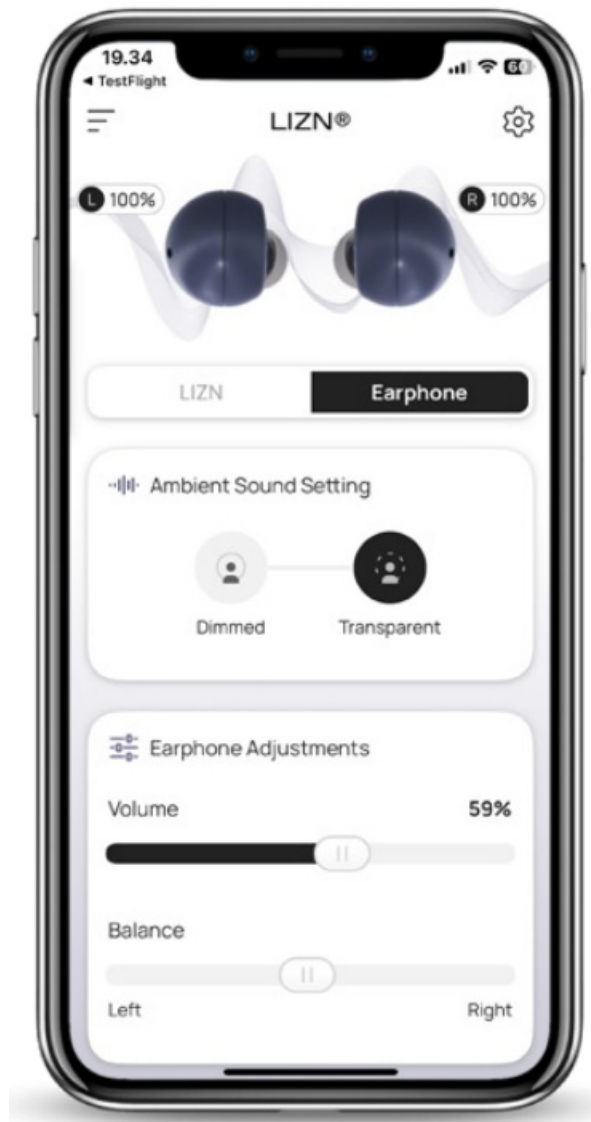


Select Earphone Mode for music, podcasts and other smartphone functions, where you can choose between two Ambient Sound Settings: Transparent and Dimmed.

Choose Transparent if you want to hear the traffic and your surroundings.

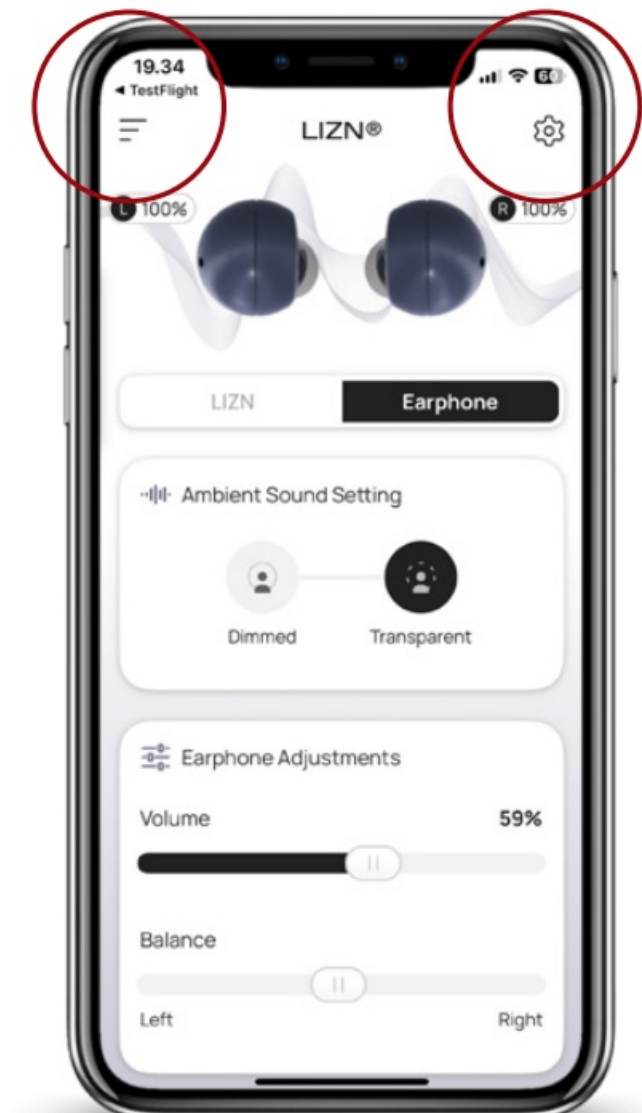
Select Dimmed to close the microphones and reduce most of the surrounding noises as well as possible wind noise.

When in LIZN mode, use the Volume and Balance sliders to adjust the sound to the most comfortable level.



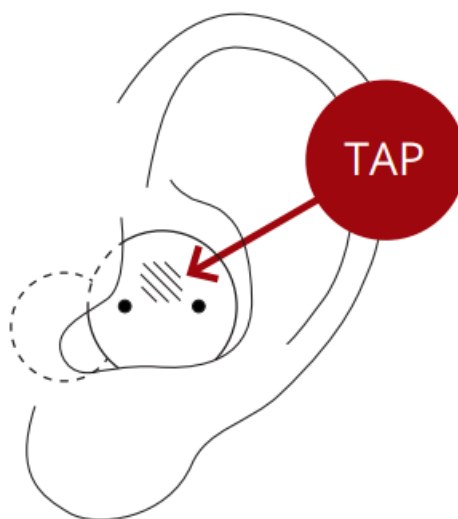
Tap the menu icon in the upper left corner to access support and help options, including troubleshooting steps such as resetting the app if the connection is lost.

Tap the menu icon in the upper right corner to access the settings menu, where you can find options for firmware updates and advanced settings, such as turning off touch control.



Control the Hearpieces® using Finger Touch

See also the TOUCH GUIDE delivered together with your LIZN Hearpieces®. You can always download the latest version of the TOUCH GUIDE from LIZN.com whenever new features or functionality are added to your Hearpieces®.



Use the designated area on the Hearpieces® for touch commands.

There are two types of touch commands, a short TAP and a longer HOLD.

Since the LIZN Hearpieces® are multifunctional, some touch commands will vary depending on the active mode—LIZN Mode, Earphone Mode, or Call Mode—while most touch commands remain the same across all modes.

General touch commands – Multifunctionality

Toggle between LIZN Mode and Earphone Mode	<i>Double TAP on the LEFT Hearpiece</i>
Volume DOWN gradually	<i>HOLD on the LEFT Hearpiece</i>
Volume UP gradually	<i>HOLD on the RIGHT Hearpiece</i>
Search Bluetooth Connection	<i>Single TAP followed by a HOLD on either the left or the right Hearpiece</i>
Activate your preferred digital assistant, such as Google Assistant, Amazon Alexa, Apple Siri, or any other assistant you use on your smartphone	<i>Triple TAP on the LEFT Hearpiece</i>

Touch command in LIZN Mode

Switch between the three Speech Clarity presets: Soft, Medium, and Bright	<i>Single TAP on the LEFT Hearpiece</i>
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Touch commands in Earphone Mode

Toggle between the two Ambient Sound Settings: Transparent and Dimmed	<i>Single TAP on the LEFT Hearpiece</i>
Toggle between Play and Pause while listening to music	<i>Single TAP on the RIGHT Hearpiece</i>
Select the next track while listening to music	<i>Double TAP on the RIGHT Hearpiece</i>
Restart the track while listening to music	<i>Triple TAP on the RIGHT Hearpiece</i>

Touch commands in Call Mode

Answer a Call	<i>Single TAP on the RIGHT Hearpiece</i>
Reject and End a Call	<i>Double TAP on the RIGHT Hearpiece</i>
Toggle between Microphone On and Mute	<i>Single TAP on the LEFT Hearpiece</i>

If you experience loss of control while using the LIZN app, please reset the App. Simply tap the menu icon on the top left corner, then tap on “Reset app”.

Support on LIZN App and LIZN.com

On LIZN.com you will find a Q&A with answers to most questions you might have and video examples of how to operate the LIZN Hearpieces®. You can also scan the QR code below.



PLEASE ALSO READ THE LIZN HEARPIECES® SAFETY REGULATIONS AND THE LIZN APS LIMITED WARRANTY FOR LIZN HEARPIECES®.

LIZN.COM

FAQ

Q: Can individuals under 18 years old use this hearing aid?

A: No, this hearing aid is only suitable for users who are 18 years and older. Individuals under 18 with hearing loss should seek medical attention from an ENT specialist.


Q: What should I do if the device causes discomfort or pain?

A: Remove the device immediately. Contact the manufacturer if discomfort persists, and seek medical help if necessary.



Q: How can I report adverse events related to the hearing aid?

A: To report any issues or adverse events, visit <https://www.fda.gov/Safety/MedWatch> or call 1-800-FDA-1088. You can also download a form to submit to the FDA.

Documents / Resources

	LIZN HEARPIECES HP2 Over Counter Hearing Solution [pdf] User Manual 2A8VD-HP2, 2A8VDHP2, hp2, HEARPIECES HP2 Over Counter Hearing Solution, HEARPIECES HP2, Over Counter Hearing Solution, Counter Hearing Solution, Hearing Solution, Solution
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References

-  LIZN.com
-  [MedWatch: The FDA Safety Information and Adverse Event Reporting Program | FDA](#)
- [User Manual](#)

[Manuals+](#), [Privacy Policy](#)

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