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## MEDca GM-972

# MEDca Digital Hearing Aids GM-972 Instruction Manual

Model: GM-972 | Brand: MEDca

## INTRODUCTION

This manual provides detailed instructions for the MEDca Digital Hearing Aids, model GM-972. These devices are designed to enhance sound clarity and provide a personalized listening experience through advanced digital technology, noise reduction, Bluetooth connectivity, and smart app control. Please read this manual thoroughly before using your hearing aids to ensure proper operation and care.

## PACKAGE CONTENTS

Verify that all items listed below are included in your package:

- 2x Hearing Amplifiers (Left and Right)
- 1x Charging Case
- 1x Cleaning Brush
- 1x USB Charging Cable
- 1x Lanyard
- 12x Multiple-sized Ear Domes (various sizes for optimal fit)
- 1x Instruction Manual

<b>GENERAL MODE</b>	<b>MEETING MODE</b>	<b>OUTDOOR MODE</b>	<b>MUSIC MODE</b>
Perfect for Everyday Use	Hear Every Word Clearly	Amplify Essential Sounds	Enjoy Rich, Immersive Audio
			
UNIVERSAL FIT FOR BOTH EARS	DUAL HEARING DEVICE SYNCHRONIZATION	SEAMLESS BLUETOOTH PAIRING	AUTOMATIC RECONNECT WITH MEMORY FUNCTION

**YOUR ALL-IN-ONE HEARING SOLUTION**

**Description:** This image displays all components included in the MEDca Digital Hearing Aids package, ensuring users can verify their contents upon unboxing.

## PRODUCT COMPONENTS

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Familiarize yourself with the main parts of your hearing aids and charging case.



**Description:** A detailed view of the two hearing aids, showcasing their ergonomic design and the attached ear domes.



**Description:** The charging case with its digital display, indicating the battery percentage of the case and the charge status of the left and right hearing aids.

- **Hearing Aids:** Feature intuitive touch controls for adjustments.
- **Ear Domes:** Soft, silicone tips that fit into the ear canal. Multiple sizes are provided for comfort and to prevent feedback.
- **Charging Case:** Houses and charges the hearing aids. Features a digital LCD display to show battery levels.

## INITIAL SETUP

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### 1. Charging the Devices

Before first use, fully charge both the hearing aids and the charging case.

1. Place the hearing aids into their respective slots in the charging case.
2. Connect the USB charging cable to the charging case and a power source.
3. The digital display on the case will show the charging progress. A full charge for the hearing aids takes approximately 70 minutes. The case itself can provide 3-4 full charges to the hearing aids.



**Description:** This graphic demonstrates the charging functionality, highlighting the quick charge time and extended battery life provided by the charging case.

## 2. Selecting and Attaching Ear Domes

Choosing the correct ear dome size is crucial for comfort, sound quality, and preventing feedback (whistling). Experiment with the provided sizes to find the best fit for your ear canal.

- Gently remove the pre-attached ear domes if they do not fit.
- Select an ear dome that creates a snug seal in your ear canal without causing discomfort.
- Firmly push the chosen ear dome onto the sound outlet of the hearing aid.

## 3. Inserting the Hearing Aids

Carefully insert the hearing aids into your ears.

1. Hold the hearing aid with the ear dome pointing towards your ear canal.
2. Gently push the ear dome into your ear canal until it feels secure and comfortable.
3. Adjust the hearing aid's body to sit comfortably in your outer ear.

# CUSTOMIZE YOUR Listening Experience

Personalize Volume, Mode, and Frequency Settings Through the Connected App for Optimal Sound Clarity.



**Description:** This image illustrates the correct method for inserting the hearing aid into the ear for a secure and comfortable fit.

## POWER ON/OFF & BLUETOOTH PAIRING

### Power On/Off

- **Power On:** The hearing aids automatically power on when removed from the charging case.
- **Power Off:** The hearing aids automatically power off when placed back into the charging case.

### Bluetooth Pairing

The hearing aids can connect to your smartphone via Bluetooth for app control, music streaming, and calls.

1. Ensure the hearing aids are powered on and out of the charging case.
2. Enable Bluetooth on your smartphone.
3. Search for available devices and select "GM-972" (or similar device name) to pair.
4. Once paired, the hearing aids will automatically reconnect to your phone when powered on and within range.

## USING THE SMART APP

The dedicated smartphone app provides comprehensive control and customization options for your hearing aids.

1. **Download the App:** Scan the QR code in the instruction manual or search for the "MEDca Hearing" app (or similar name) in your device's app store.
2. **Connect:** Open the app and follow the on-screen instructions to connect to your GM-972 hearing aids via Bluetooth.
3. **Adjust Settings:** Within the app, you can:
  - Adjust volume levels for each ear independently.
  - Switch between different listening modes (General, Meeting, Outdoor, Music).
  - Fine-tune Equalizer (EQ) settings to match your preferences.
  - Perform personalized listening tests to optimize sound profiles for your unique hearing needs.
  - Manage music playback and answer phone calls.



**Description:** This image illustrates the user interface of the MEDca app, demonstrating how to customize listening settings and perform real-time adjustments.

## SOUND MODES & ADJUSTMENTS

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The GM-972 hearing aids feature advanced digital noise reduction and offer multiple listening modes to adapt to various environments.

- **General Mode:** Optimized for everyday use in typical environments.
- **Meeting Mode:** Enhances speech clarity, ideal for conversations in quiet or moderately noisy settings.
- **Outdoor Mode:** Reduces wind noise and other environmental sounds, focusing on nearby voices.
- **Music Mode:** Provides a balanced audio profile for enjoying music and other media.

Switch between these modes using the touch controls on the hearing aids or through the dedicated app.

HEAR ONLY THE SOUNDS YOU WANT TO FOCUS ON



**Automatically**  
Detect Surroundings

**1** Quiet Environment

**2** Noise Reduction

**3** Music Mode

**4** Clear Conversations

## Intelligent Sound Balancer

Quickly and Accurately adjusts its settings automatically, based on your external environment.



**Description:** This image highlights the intelligent sound balancing feature, which automatically adjusts settings based on the environment to optimize sound for various situations.

### CHARGING & BATTERY LIFE

Your MEDca Digital Hearing Aids are designed for all-day use with efficient charging capabilities.

- **Hearing Aid Battery Life:** Up to 12 hours of continuous use on a single charge.
- **Charging Time:** Approximately 70 minutes for a full charge of the hearing aids within the case.
- **Charging Case Capacity:** The case holds enough power to recharge the hearing aids 3-4 times.
- **Digital Display:** The charging case features an LCD screen that shows the battery percentage of the case itself and the individual charge levels of the left (L) and right (R) hearing aids.

### CARE & MAINTENANCE

Proper care ensures the longevity and optimal performance of your hearing aids.

- **Cleaning:** Use the provided cleaning brush to regularly remove earwax and debris from the ear domes and sound outlets. Wipe the hearing aids and charging case with a soft, dry cloth. Do not use liquids or harsh chemicals.
- **Storage:** Always store the hearing aids in their charging case when not in use. This protects them

from damage and keeps them charged.

- **Avoid Moisture:** Keep the devices dry. Avoid exposure to water, humidity, and extreme temperatures.
- **Handle Gently:** Avoid dropping the hearing aids or subjecting them to strong impacts.

## TROUBLESHOOTING

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If you encounter issues, refer to the following common problems and solutions:

Problem	Possible Cause	Solution
<b>High-pitched whistling/feedback</b>	Improper ear dome fit; earwax blockage; hearing aid not fully inserted; volume too high.	Ensure ear dome creates a snug seal. Try a different size ear dome. Clean ear domes and sound outlets. Reinsert the hearing aid properly. Lower the volume.
<b>No sound or weak sound</b>	Low battery; earwax blockage; incorrect mode/volume setting; device not powered on.	Charge the hearing aids. Clean ear domes. Check volume and mode settings via app or touch controls. Ensure devices are removed from the charging case to power on.
<b>Cannot connect via Bluetooth</b>	Hearing aids not in pairing mode; Bluetooth off on phone; interference.	Ensure hearing aids are out of the case and powered on. Turn phone's Bluetooth off and on again. Restart both devices. Move closer to your phone.
<b>Charging case display not working</b>	Case battery depleted; charging cable issue.	Connect the charging case to a power source. Try a different USB cable or power adapter.

## SPECIFICATIONS

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- **Model Name:** GM-972
- **Brand:** MEDca
- **Style:** In-Ear (Both Ear)
- **Color:** Black
- **Material:** Plastic
- **Item Weight:** Approximately 5.6 ounces (total package)
- **Package Dimensions:** 4.92 x 3.7 x 1.65 inches
- **Batteries:** 2 Lithium Polymer batteries (included)
- **Manufacturer:** MEDca



**BUILT  
TO LAST,  
DESIGNED  
TO IMPRESS**

**ADAPTABLE FOR  
YOUR NEEDS**

Switch between **Four Modes**  
**Designed for your Daily  
Activities**

The advertisement features a blue background. On the left, there are images of hearing aid components: a white dome-shaped earpiece, a black charging case, and a black hearing aid device. On the right, a circular inset shows an elderly man with white hair, wearing glasses and a green button-down shirt, smiling and gesturing with his hand while holding a smartphone. A small hearing aid is visible in his ear.

**Description:** This graphic provides detailed measurements for the charging case and hearing aids, along with their weight, illustrating their compact and lightweight design.

## **WARRANTY & SUPPORT**

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For warranty information and customer support, please contact MEDca directly through their official website or the contact details provided in your product packaging. Keep your purchase receipt as proof of purchase.