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Viva Hear MH03

Viva Hear Bluetooth Rechargeable Hearing Aids MH03 User Manual

Model: MH03

1. INTRODUCTION

Thank you for choosing Viva Hear Bluetooth Rechargeable Hearing Aids Model MH03. These advanced hearing aids are designed to provide clear and natural sound amplification, featuring a 16-channel digital chip, AI noise reduction technology, and convenient app control. This manual will guide you through the setup, operation, and maintenance of your new device to ensure an optimal listening experience.



Figure 1: Viva Hear MH03 Hearing Aids and companion app interface.

2. PACKAGE CONTENTS

Please verify that all items are present in your package:

- Hearing Amplifiers (2 units)
- User Manual (1 unit)
- Type-C Charging Cable (1 unit)
- Charging Case (1 unit)
- Cleaning Brush (1 unit)

3. SETUP

3.1 Initial Charging

Before first use, fully charge your Viva Hear hearing aids and charging case. Connect the provided Type-C cable to

the charging case and a suitable power source. The hearing aids will charge automatically when placed in the case.

- A full charge for the hearing aids provides up to 7 hours of use.
- The hearing aids fully charge in approximately 1 hour.
- The compact charging case holds enough power for 3-4 additional charges.

QUICK-CHARGING RECHARGEABLE HEARING AIDS



Works for 7 hours
on a single charge



Hearing aid takes 1 hour
to fully charge



Fully charged
in 2 hours



Can be charged
3-4 times

Figure 2: Charging the Viva Hear MH03 Hearing Aids in their portable case.

3.2 App Download and Bluetooth Pairing


The Viva Hear app allows for personalized settings and volume control. Download the Viva Hear app from your smartphone's app store.

1. Ensure your smartphone's Bluetooth is enabled.
2. Open the charging case of your Viva Hear hearing aids.
3. The hearing aids will automatically enter pairing mode.
4. Open the Viva Hear app and follow the on-screen instructions to connect your device.
5. Once connected, you can adjust settings and perform a sound test for personalized amplification.

3.3 Wearing the Hearing Aids

The MH03 hearing aids feature a half-in-ear style, designed for comfort and discretion, similar to Bluetooth headphones. Gently insert each hearing aid into your ear canal until it feels secure and comfortable.

COMFORTABLE HEARING AIDS WITH AN EASY FIT



♥ Skin-friendly, comfortable material

👂 Restore normal hearing

🔊 7-Level volume one-touch adjustment

😊 Ideal for hearing impaired

Figure 3: Proper placement of the Viva Hear MH03 for a comfortable and secure fit.

4. OPERATING INSTRUCTIONS

4.1 Power On/Off

The hearing aids power on automatically when removed from the charging case and power off when returned to the case.

4.2 Volume Adjustment

You can adjust the volume using two methods:

- **Touch Control:** A single light touch on the hearing aid's touch-sensitive area will increase the volume. There are seven volume levels. Touching again at the seventh level will cycle back to the first level.

- **Viva Hear App:** Connect via Bluetooth to the Viva Hear app on your smartphone to adjust volume levels for each ear independently and access other personalized settings.

4.3 Sound Modes and Fine-Tuning

The Viva Hear app allows you to select different sound environments and fine-tune your listening experience. Available modes may include:

- **Outdoor:** Optimized for open environments.
- **Indoor:** Suitable for quiet indoor settings.
- **Music Hall:** Enhanced for musical performances.
- **Custom:** Allows you to create and save your own preferred settings.

The advanced AI noise reduction technology and feedback suppression system work to filter out background noise and reduce whistling, providing a clearer and more comfortable listening experience across various situations.

SUITABLE FOR A VARIETY OF SITUATIONS

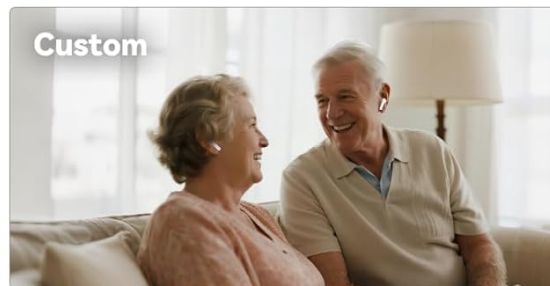


Figure 4: Viva Hear MH03 hearing aids are suitable for diverse listening environments.

5. MAINTENANCE

5.1 Cleaning

Regular cleaning ensures optimal performance and hygiene:

- Use the provided cleaning brush to gently remove any earwax or debris from the hearing aids, especially around the sound output and microphone ports.
- Wipe the surface of the hearing aids and charging case with a soft, dry cloth.
- Do not use liquids or abrasive cleaners.

5.2 Battery Care

To prolong battery life:

- Store the hearing aids in their charging case when not in use.
- Avoid exposing the device to extreme temperatures.
- Charge the case regularly to ensure power is available for the hearing aids.

6. TROUBLESHOOTING

If you encounter issues with your Viva Hear hearing aids, please refer to the following common solutions:

- **No Sound/Low Volume:** Ensure the hearing aids are fully charged and properly seated in your ears. Check the volume settings via touch control or the Viva Hear app.
- **Whistling/Feedback:** Adjust the fit of the hearing aids in your ear. The device features a feedback suppression system, but improper fit can still cause whistling. Ensure the volume is not excessively high.
- **Connection Issues:** Verify Bluetooth is enabled on your smartphone and the hearing aids are in pairing mode (by opening the case). Restart the app or your phone if necessary.
- **Unclear Sound:** Clean the hearing aids, especially the sound output and microphone, to remove any obstructions.

If problems persist, please contact Viva Hear customer support for assistance.

7. SPECIFICATIONS

Feature	Specification
Model Name	MH03
Brand	Viva Hear
Product Dimensions	1.97 x 1.97 x 0.91 inches; 4.97 ounces
Batteries	3 Lithium Ion batteries required (included)
Material	Silicone
Style	Half-in-ear
Power Source	Battery Powered
Manufacturer	Shenzhen Wenxiang Technology CoLtd.

8. WARRANTY AND SUPPORT

Viva Hear is committed to customer satisfaction. We offer lifetime technical support for your MH03 hearing aids. If you have any questions, require assistance, or need detailed guidance, our dedicated support team is available 24/7. Please refer to the contact information provided with your product or visit the official Viva Hear website for support.