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› Viva Hear Bluetooth Rechargeable Hearing Aids User Manual

Viva Hear MC02

Viva Hear Bluetooth Rechargeable Hearing Aids

Model: MC02

User Manual

1. INTRODUCTION

This manual provides detailed instructions for the proper use and maintenance of your Viva Hear Bluetooth Rechargeable Hearing Aids, Model MC02. These devices are designed to enhance hearing for individuals with mild to moderate hearing impairment, offering advanced features such as AI noise cancellation, Bluetooth connectivity, and an open-ear design for comfort. Please read this manual thoroughly before using your hearing aids to ensure optimal performance and longevity.



Image: The Viva Hear Bluetooth Rechargeable Hearing Aids shown in their charging case, illustrating their compact and modern design.

Hearing Aids for Seniors

Helping people with blurred hearing to regain their voices and return to normal life



Self-developed algorithm



No whistling



AI intelligent noise reduction



Sound gain 43dB±5dB



Digital chip



Portable charging



7-level sound adjustment



Unique appearance

Image: A banner highlighting the product's benefits for seniors, featuring an elderly couple and icons representing features like AI noise reduction and portable charging.

2. WHAT'S IN THE BOX

Upon opening your Viva Hear package, please verify that all the following items are included:

- Hearing aids (2 units)
- Ear domes (6 units)
- User manual (1 unit)
- Type-C cable (1 unit)
- Charging case (1 unit)

3. SAFETY INFORMATION

Please observe the following safety precautions to prevent damage to the device or personal injury:

- Do not expose the hearing aids or charging case to extreme temperatures, direct sunlight, or moisture.
- Keep out of reach of children and pets. Small parts may pose a choking hazard.
- Do not attempt to modify or disassemble the device. This will void the warranty and may cause malfunction.
- Use only the provided charging cable and case.
- If you experience discomfort, pain, or an allergic reaction, discontinue use and consult a medical professional.
- Consult your doctor before use if you have a severe ear infection or other ear conditions.

4. SETUP GUIDE

4.1 Charging the Devices

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

1. Place the hearing aids into the charging case. Ensure they are correctly seated.
2. Connect the Type-C cable to the charging case and a compatible USB power source.
3. The indicator light on the case will show charging status. A full charge for the hearing aids takes approximately 1 hour, and the charging case takes about 2 hours.

Quick-Charging Rechargeable Hearing Aids



7 hours
Hearing aid mode

6 hours
Music mode

1 hour
Charging time

3 hearing aids
recharges
Charging case

Image: The hearing aids in their charging case, connected via a Type-C cable, illustrating the quick-charging feature and battery life indicators.

Ultra-long Battery Life and Fast Charging

1H Full charge
in 1 hour

2H 2 hours to
full charge

7H 7-hour runtime
per charge

3H 3-4 charges for
hearing aids



Image: A banner detailing the ultra-long battery life and fast charging capabilities, including 1-hour full charge for aids and 2 hours for the case.

4.2 Fitting the Hearing Aids

The Viva Hear hearing aids feature an open-ear clip design for comfort.

1. Select the appropriate ear dome size for a comfortable and secure fit.
2. Gently place the ear clip over the top of your ear, ensuring the speaker portion is positioned correctly near your ear canal without entering it.
3. Adjust the device until it feels secure and comfortable, with no pressure points.

Open-fit Hearing Aids

Put on your open-fit hearing aids and listen to the sounds of the world
(Before using hearing aids, please check that it is worn correctly)

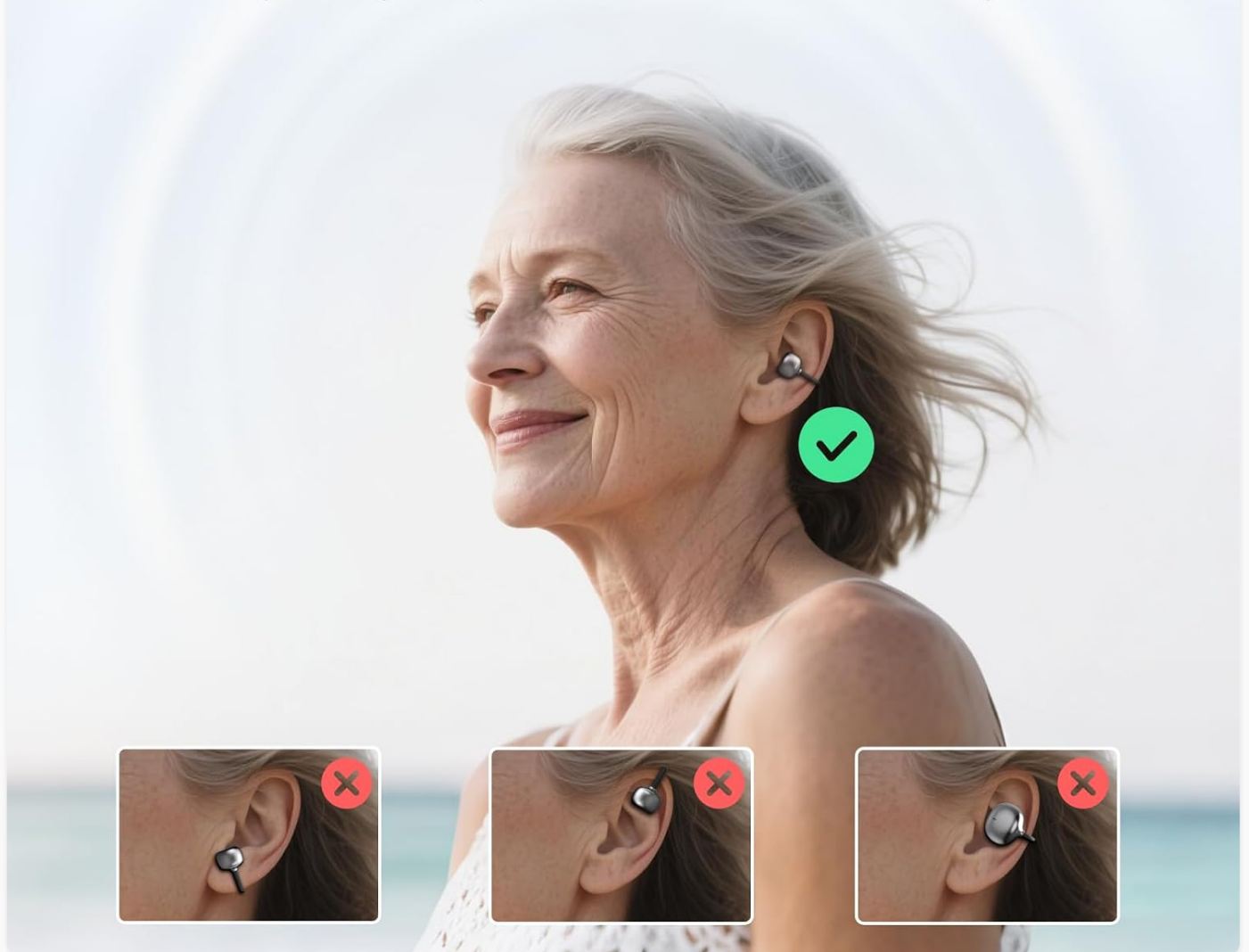


Image: A visual guide demonstrating the correct way to wear the open-fit hearing aids, with examples of incorrect placement.

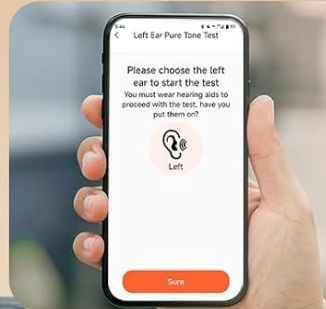
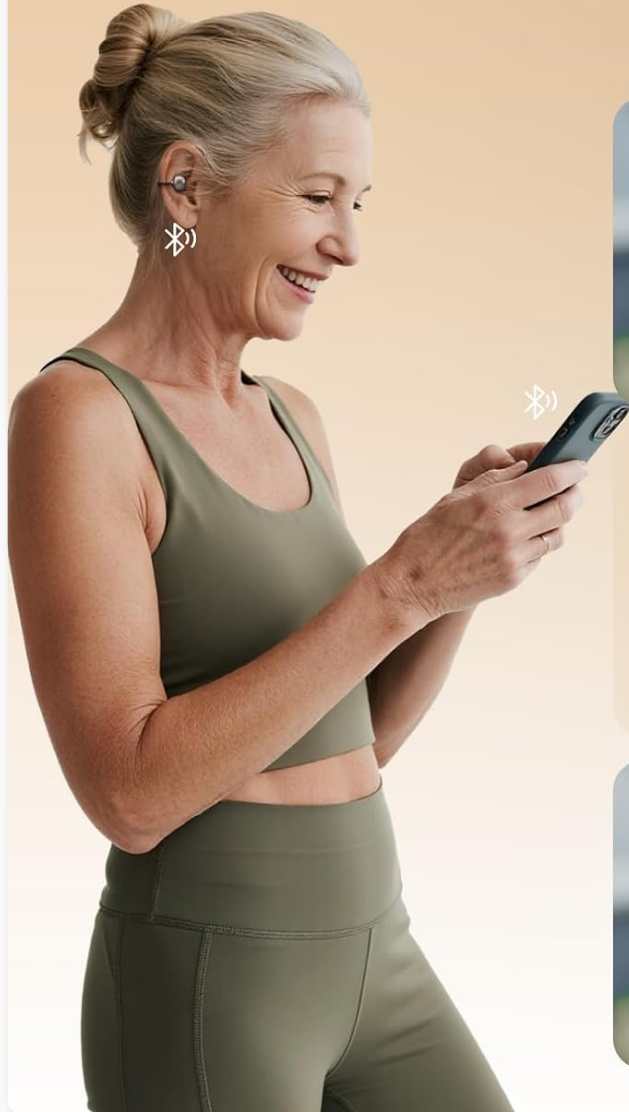
4.3 Initial Bluetooth Pairing and App Setup

The hearing aids can be used directly or connected to the Viva Hear app for advanced control.

1. **Power On:** Remove the hearing aids from the charging case. They will automatically power on and enter pairing mode.
2. **Pairing:** On your smartphone, enable Bluetooth and search for "Viva Hear MC02" (or similar). Select it to pair.
3. **App Installation:** Download the "Viva Hear" app from your device's app store.
4. **App Connection:** Open the app and follow the on-screen instructions to connect your hearing aids.
5. **Hearing Test (Optional but Recommended):** The app allows you to perform a hearing test in a quiet environment to customize settings based on your hearing profile.

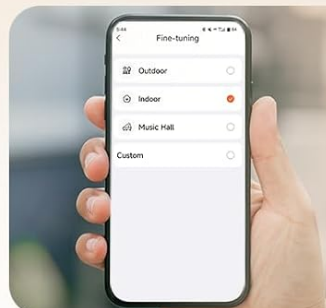
6. **Mode Selection:** Based on the hearing test report, the app can suggest optimal scene modes.

Connect the APP via Bluetooth



You can test the hearing of your ears (Need to test in a quiet environment)

View your hearing test report (Measure the extent of your hearing loss)



3 scene modes to choose from (Choose the mode suits you based on the hearing test report)

Image: A user interacting with the Viva Hear app on a smartphone, demonstrating the Bluetooth connection process and the app's features for hearing tests and scene mode selection.

Use Directly or Via the APP

Choose how to use it based on your personal preferences

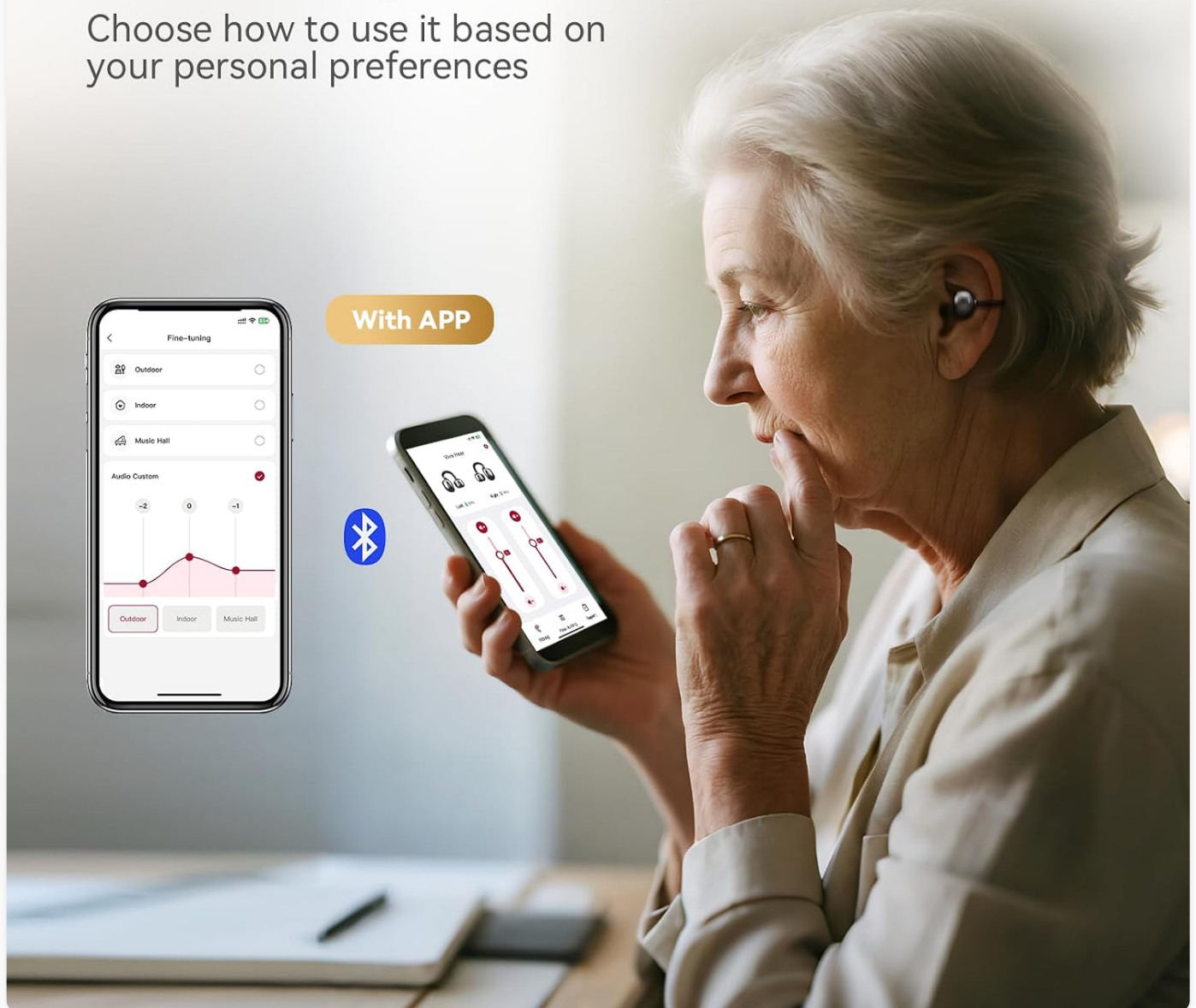


Image: A visual representation indicating that the hearing aids can be used independently or with the companion mobile application for enhanced control.

5. OPERATING INSTRUCTIONS

5.1 Power On/Off

- **Power On:** Remove the hearing aids from the charging case. They will automatically power on.
- **Power Off:** Place the hearing aids back into the charging case. They will automatically power off and begin charging.

5.2 Volume Control

The hearing aids feature 7 adjustable volume levels.

- **Adjusting Volume:** Use the oval touch button on the hearing aid or the Viva Hear app to cycle through the 7 volume levels. Refer to the app for precise control.

7-Level Volume Control

-  Quite Room
-  Chart Indoor
-  TV
-  Outdoor Exercise
-  Chart Outdoor
-  Noise Outdoor
-  Music Hall

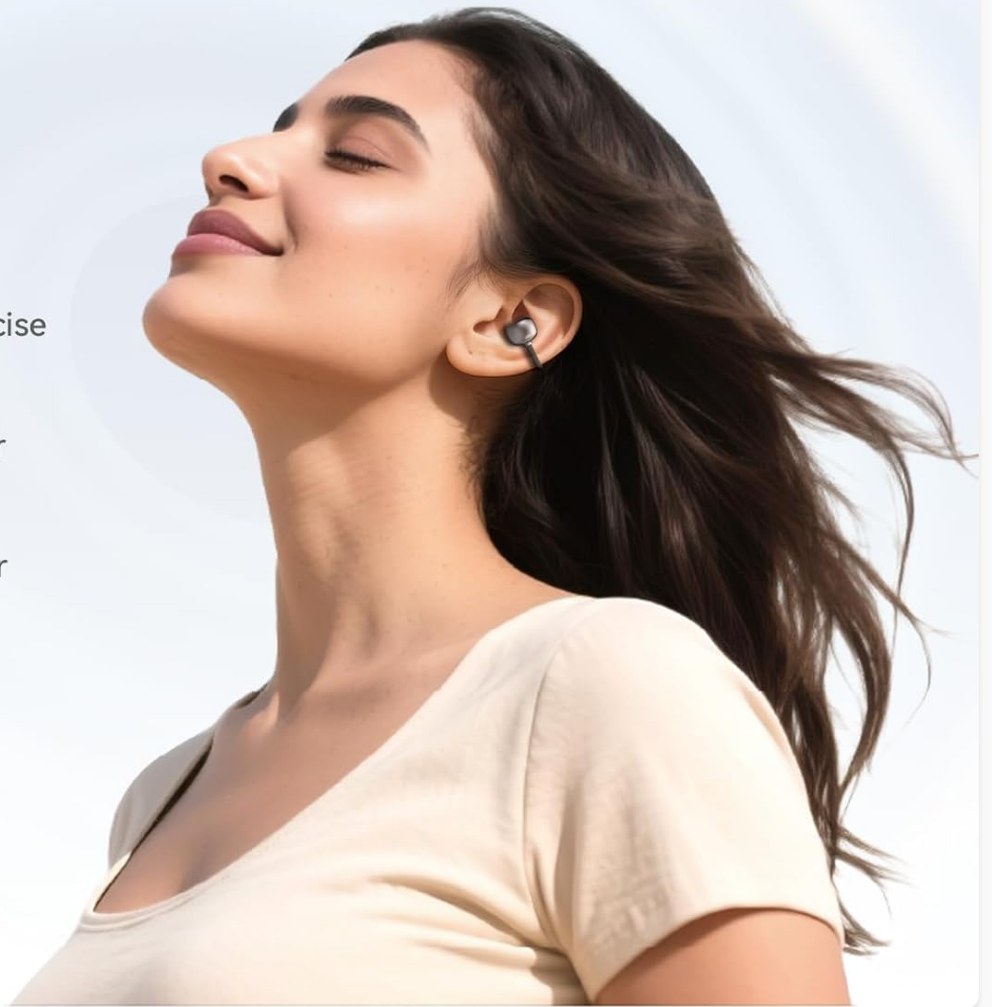


Image: A visual guide illustrating the 7-level volume control feature, with suggested settings for various environments such as a quiet room, indoor charts, TV, outdoor exercise, outdoor charts, noisy outdoor, and music hall.

5.3 Sound Modes

The device offers multiple sound modes optimized for different environments. These can be selected via the app or the touch controls.

- **Indoor Mode:** Enhances speech clarity in quiet indoor settings.
- **Outdoor Mode:** Reduces wind noise and traffic interference.
- **Concert Hall Mode:** Balances music and ambient sounds.
- **Custom Mode:** Allows personalized settings via the app.

SMART CONTROL



3 types of noise cancellation modes



16 types of EQ sound modes



Smart individualized touch control



Qualified in-ear test for better fit

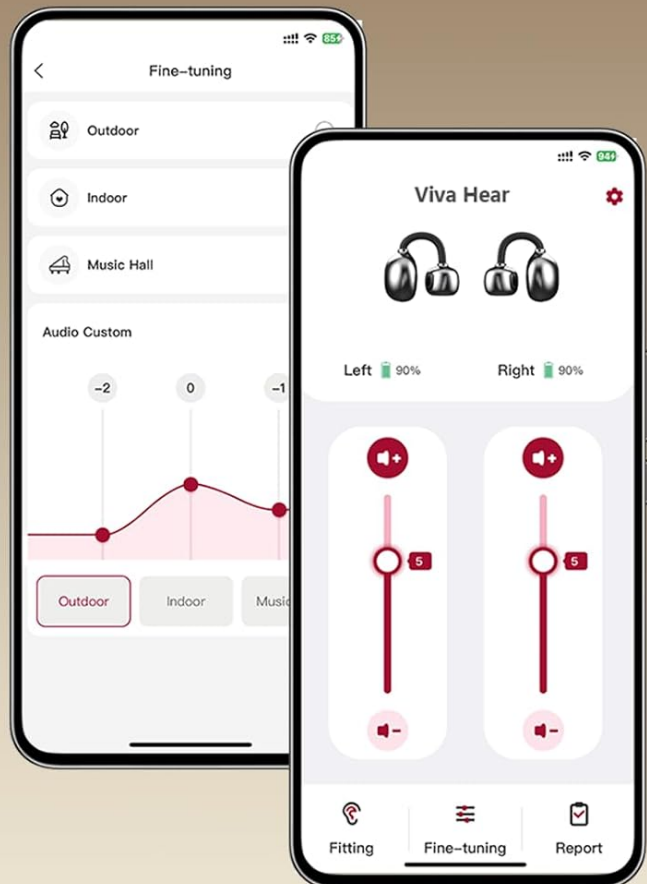


Image: The Viva Hear app interface displaying smart control options, including 3 types of noise cancellation modes, 16 types of EQ sound modes, and individualized touch control settings.

5.4 Bluetooth Functions

Beyond hearing enhancement, the devices function as Bluetooth headphones.

- **Music Streaming:** Once paired, audio from your connected device will stream directly to the hearing aids.
- **Calls:** Answer and end calls using the touch controls on the hearing aid or your connected phone.

6. MAINTENANCE

6.1 Cleaning Instructions

- Wipe the hearing aids and charging case with a soft, dry cloth regularly.
- Do not use harsh chemicals, cleaning solvents, or abrasive materials.
- Ensure no moisture enters the charging ports or speaker openings.

6.2 Storage

- When not in use, store the hearing aids in their charging case to protect them and keep them charged.
- Store in a cool, dry place away from direct sunlight and extreme temperatures.

6.3 Battery Care

- To maximize battery life, avoid fully discharging the devices frequently.
- Charge the case regularly, even if the hearing aids are not fully depleted.

7. TROUBLESHOOTING

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

Problem	Possible Cause	Solution
No sound or low volume	Low battery; incorrect volume setting; ear dome blockage; device not powered on.	Charge devices; adjust volume (via touch or app); clean ear domes; ensure devices are removed from case.
Poor sound quality or whistling	Improper fit; ear dome blockage; device too close to an object; high volume feedback.	Adjust fit; clean ear domes; move away from objects; lower volume.
Bluetooth connection issues	Devices not in pairing mode; Bluetooth off on phone; interference; previously paired device.	Ensure devices are removed from case; enable phone Bluetooth; restart phone and devices; forget device in phone settings and re-pair.
App not connecting	Bluetooth not paired; app outdated; device firmware outdated.	Ensure Bluetooth is paired; update app; check app for firmware updates.
Discomfort or irritation	Improper fit; wrong ear dome size; prolonged use without breaks.	Adjust fit; try different ear dome sizes; take breaks from wearing.

For further assistance, please refer to the Viva Hear app's support section or contact customer support.

8. SPECIFICATIONS

Key technical specifications for the Viva Hear Bluetooth Rechargeable Hearing Aids (Model MC02):

Feature	Detail
Model Name	MC02
Noise Control	Environmental Noise Cancellation (AI-driven)
Connectivity Technology	Wireless, Bluetooth 5.0
Sound Gain	43dB ± 5dB
Frequency Range	20 Hz - 20,000 Hz (General Bluetooth); 200Hz-7000Hz (Hearing Aid Mode)
Charging Time (Hearing Aids)	1 Hour

Feature	Detail
Charging Time (Case)	2 Hours
Battery Life (Hearing Aids)	Up to 7 hours per charge (hearing aid mode)
Charging Case Capacity	Provides 3-4 additional charges for hearing aids
Volume Control	7 Levels
Control Type	Touchpad Control and APP control
Ear Placement	Open Ear (Ear Clip Style)
Item Weight	5.4 ounces (total package)
Manufacturer	Shenzhen Wenxiang Technology CoLtd.

Product Parameters

Maximum OSPL90	121dB±3dB
Sound Gain	43dB±5dB
EQ Input Noise	≤13dB±3dB
EQ Type	16 Channels
Frequency	200Hz-7000Hz
Latency	<13ms
Total Harmonic Distortion	≤3%



Image: A banner displaying detailed product parameters, including maximum OSPL90, sound gain, EQ input noise, EQ type, frequency range, latency, and total harmonic distortion.

9. WARRANTY AND SUPPORT

9.1 Warranty Information

Viva Hear products are covered by a standard manufacturer's warranty against defects in materials and workmanship. Please refer to the warranty card included in your package or visit the official Viva Hear website for specific terms and conditions. Keep your proof of purchase for warranty claims.

9.2 Customer Support

For technical assistance, troubleshooting, or general inquiries, please contact Viva Hear customer support.

- **Online Support:** Visit the [Viva Hear Store on Amazon](#) for FAQs and product information.
- **Email Support:** Refer to the contact information provided in the Viva Hear app or on the official product packaging.

ASK A QUESTION ABOUT THIS MANUAL

Ask about setup, troubleshooting, compatibility, parts, safety, or missing instructions. Manuals+ will review the question and use this page's manual context to help answer it.

Name

Anonymous

Email

you@example.com

After a successful submission, we securely hash the supplied account or form email before sending it to Microsoft Advertising for conversion attribution. [Privacy details](#).

Question

Example: How do I reset this device or fix this error?

Details

Model number, symptoms, what you tried, or the section of the manual you are using.

Submit question

Answered questions about this manual

Do I need to see my Viva Hear MC02 hearing aid device in the 'Other Devices' section on my iPhone?

Yes, when you are first setting up your Viva Hear MC02 hearing aids, they should appear under the "Other Devices" section in your iPhone's Bluetooth settings while they are in pairing mode. To ensure they...

[Read full answer](#)