

App Manual

NEO XS PRO Hearing Aids • Series H



IMPORTANT: Stay up to Date

We regularly update our app to improve and enhance the user experience. The app may change with future updates and this physical manual will not reflect the changes.

For the most current version of the app manual, please visit <https://start.MDHearing.com>.

Compatible Devices

The MDHearing app is available for iPads and iPhones with iOS version 12 and higher, and Android devices running version 8 or higher.



Bluetooth

The Bluetooth® word mark and logos are registered trademarks owned by the Bluetooth SIG, Inc. and any use of such marks by SC Industries is under license. Other trademarks and trade names are those of their respective owners.

Warnings

Notifications of app updates should not be disabled, and it is recommended that the user installs all updates to ensure that the app will function correctly and will be kept up to date.

The app must only be used with MDHearing smart hearing aids for which it is intended, and SC Industries takes no responsibility if the app is used with other devices.

If using the MDHearing app with the hearing aid, please make sure to read the hearing aid user guide. The hearing aid user guide was included in the hearing aid package. If you need a new copy, please contact MDHearing customer support.

Mobile device apps are intended to be used with wireless hearing aids. Mobile device apps send and receive signals from the wireless hearing aids via mobile devices for which the apps have been developed.

We're here to help.

Our U.S.-based team of licensed audiologists and hearing specialists are the heart and soul of MDHearing. They're here to guide and assist you with any questions you may have.

To help our professionals improve your experience and provide the most accurate advice, take our free online hearing test at www.MDHearingAid.com/hearing-test.

800-918-3914

Monday–Friday (Visit www.MDHearingAid.com/contact-us for current hours of operation)

support@MDHearingAid.com

24 hours a day, 7 days a week

Table of Contents

Stay Up to Date	1
Compatible Devices.....	1
Warnings.....	2
Support.....	3
Downloading the App.....	5
Sign In.....	7
Connecting with iOS.....	9
Connecting with Android.....	11
Personalizing	13
When to Personalize.....	14
Personalization Process	15
Dashboard Controls	17
Battery Information	17
Program and Volume	18
Remote Adjustment	19
Find My Device.....	20
Device Information	21
Troubleshooting.....	23
Connection Problems	23
Adding a Second Aid	25
Incomplete Profile	26

Downloading the App

For iOS:

a)

a) Open the App Store® on your phone or tablet.

b)



b) Select the search icon in the lower-right corner, and search for “MDHearing.”

c) Click the “GET” button to install the MDHearing app. Open the app and follow the instructions to get started.

Please note: The app is required to personalize your hearing aids.

App Store is a service mark of Apple Inc., registered in the U.S. and other countries.

For Android™:

- a) Open the Google Play app on your phone or tablet.
- b) Search for “MDHearing” in the search bar at the top.
- c) Click the “Install” button. Open the app and follow the instructions to get started.



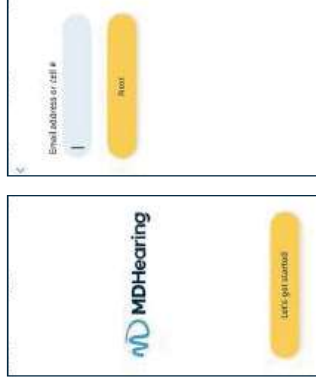
Please note: The app is required to personalize your hearing aids.

Android, Google Play and the Google Play logo are trademarks of Google Inc.

Sign In

a) Sign in with your email address or phone number.

a)

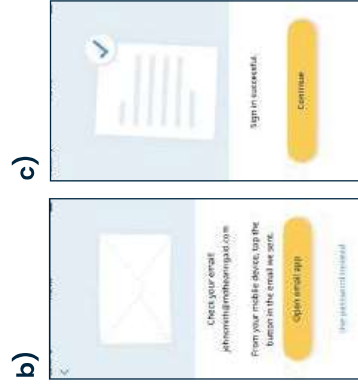


The image shows two screenshots of the MDHearing app's sign-in interface. The left screenshot displays the MDHearing logo at the top, followed by a yellow button labeled "Let's get started!". The right screenshot shows a text input field with the placeholder "Email address or cell #", a blue button labeled "Next", and a yellow button labeled "Next" below it.

- b)** Open the text message or email from MDHearing Support on your device and tap the link to finish your secure sign in. You can also use a password to sign in as an alternative.

***Please note:** Check your spam folder or filtered text messages if you do not see the message in your inbox.*

- c)** Continue setting up your hearing aids in the MDHearing app.



Connecting With iOS

Fully charge the hearing aids prior to first use and pairing with the app.

a) Select the NEO XS PRO to connect.

a)



b)



Please note: Instructions for charging your NEO XS PRO can be found in the user manual.

b) Select the ear you want to set up.

Please note: Screens will be red when setting up right ear. Screens will be blue when setting up left ear.

- c) Turn on Bluetooth in your phone settings to allow the app to communicate with the hearing aid, and return to the app.

***Please note:** Do NOT pair the aids via your phone's Bluetooth settings outside the app. Follow instructions in the app, otherwise it will not find the hearing aids.*

- d) Remove the hearing aid from the charging case and tap "Pair" when the message appears.



Connecting With Android

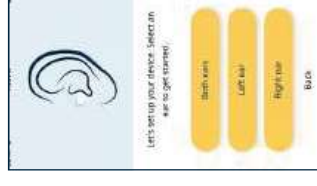
Fully charge the hearing aids prior to first use and pairing with the app.

a) Select the NEO XS PRO to connect.

a)



b)



Please note: Instructions for charging your NEO XS PRO can be found in the user manual.

b) Select the ear you want to set up.

Please note: Screens will be red when setting up right ear. Screens will be blue when setting up left ear.

- c) Allow MDHearing to access the device location and connect with your hearing aid. The app does not track or store your location.

c)



***Please note:** Do NOT pair the aids via your phone's Bluetooth settings outside the app. Follow instructions in the app, otherwise it will not find the hearing aids.*

- d) Remove the hearing aid from the charging case and tap "Pair" when the message appears.

d)



Personalizing

Just as no two people are alike, no two ears are exactly the same. That's why MDHearing created a way for you to personalize your hearing aids for your unique ears.

By measuring your response to a series of tones, the app will create a profile for each ear and customize the programs just for you.

Please note: This is not a medical evaluation or test.



When to Personalize

First use:

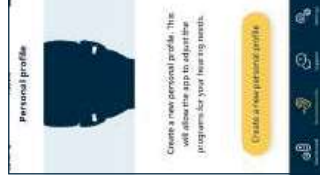
You will be prompted to personalize after connecting your hearing aids to the app.

Annually:

Your hearing can change over time. It is best to update your profile every year.

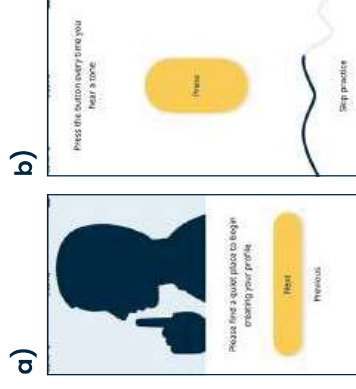
Changes in your hearing:

You can create a new personal profile any time you feel your hearing has changed.



Personalization Process

- a) To begin creating your personal profile, you will need to allow the MDHearing app to use your device microphone. This is only used during the personalization to check that you're in a quiet place for accurate results.
- b) Follow the instructions in the app to complete your personalization for each ear. This will take about 10 minutes.



Please note: For accurate results, only press the button if you really heard the tone.

c) To finish optimizing your hearing aids, enter your date of birth and gender.

Please note: Personalization results differ based on age and gender.

c)

The screenshot shows a mobile app interface for configuring hearing aids. At the top, it says "In order for the app to configure the most suitable guide, please fill in the info below." Below this are four input fields: "First name" with the value "John", "Last name" with the value "Smith", "Date of birth" with a calendar icon and the value "Dec 18, 1987", and "Gender" with radio buttons for "Male" (selected) and "Female". A yellow button at the bottom right says "Configure hearing aids". Below the input fields, there is a silhouette of a person wearing hearing aids, a checkmark icon, and a message: "Congratulations! Your hearing aids and personalized settings are ready for you." A yellow button at the bottom right of this section says "Done".

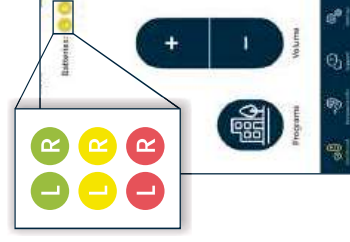
Dashboard Controls

The Dashboard allows you to view your hearing aid battery levels and change your program and volume. Tap the Programs button to access program options. Tap the Volume button to access volume control.

Battery Information

- **Green** = Good battery
- **Yellow** = Replace/recharge battery soon
- **Red** = Replace/recharge battery immediately

Important! The app may no longer work when battery level is low (even if the hearing aid is still working) because the app connection requires more power than the hearing aid amplification.



Program and Volume Control

Programs: For detailed program descriptions, see the Settings section in your *NEO XS PRO* user manual.

Volume: Drag the sliders up and down to control the left or right aid's volume. Tap "+/-" to raise/lower the volume of both hearing aids.

Please note: When the hearing aid is turned off and back on, it will return to the last-used settings.



Remote Adjustment/Support

Our hearing specialists can adjust the sound settings for you through the app. Let us know the issue you are facing and then a specialist will contact you and remotely adjust your hearing profile.

To get started, go to the “Support” tab at the bottom of the screen.

From here, you can open a new Remote Adjustment request, view the status of an open request, or get support via phone or email.



Find My Device

The Find My Device tool helps you locate your misplaced hearing aids. Its real-time distance indicator represents how close you are to the device. It also tracks your last-known time of connection and program setting.

Find My Device can be found under the “Settings” tab at the bottom of the screen.



Device Information

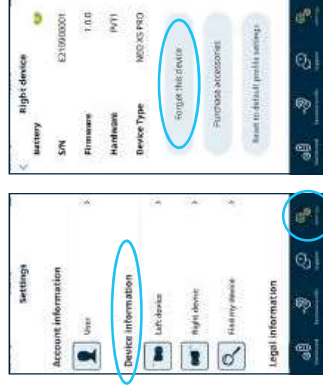
Device Information can be found under the "Settings" tab at the bottom of the screen. Select the Left or Right device.

"Forget this device" button:

You are only able to connect your hearing aids to one device at a time.

You should "forget this device" if:

- you switch to a new phone or tablet and need to delete the hearing aid from the previous device.
- you get a new hearing aid due to repair, replacement, or purchase a new one.



“Reset to default profile settings” button:

Resetting your profile settings to factory default will remove your personalization settings and any remote adjustments made by our hearing professionals.

You should “reset to default profile settings” if:

- you want to delete your personal profile.
- you feel you heard better with the default settings.



Troubleshooting

Please note: For sound issues, please see your NEO XS PRO user manual.

Connection Problems

If the app is unable to find your aid, check the following and then press "search again."

NEO XS PRO is turned on:

Make sure the hearing aid is charged. If unsure, charge until blue light turns green (instructions for charging your NEO XS PRO can be found in the user manual). Place the hearing aid in your ear, press the button, and listen for beeps.



NEO XS PRO is near the smartphone:

Bluetooth has a limited connection range. Make sure your *NEO XS PRO* is within six (6) feet of your device.

No other device is connected to the *NEO XS PRO*:

If you use the MDHearing app on both your smartphone and tablet, you will only be able to connect with one device at a time. Make sure the app is completely closed on the other device.

If the app is still unable to find the aid, charge the hearing aid. The app may no longer work when hearing aid battery is low, even if the *NEO XS PRO* is still working. This is because the app connection requires more power than the hearing aid amplification.

Add a Second Hearing Aid to the App

If you started using the app with only one aid and later decide to add a second aid, you will need to go to the “Settings” tab at the bottom of the screen and scroll down to Device Information.

Select either Left or Right Device, depending on which side you need to set up. Then tap the “Set up Left/Right device” button and follow the instructions in the app.



Incomplete Profile Notification

When your personal profile is incomplete, you will see an exclamation mark on the Personal Profile icon. This means you need to recreate your personal profile. This can be the case when:

- you never completed the personalization.
- you add a new hearing aid.

For more FAQs, visit the Support tab in your MDHearing app.



MDHearingAid.com
800-918-3914

v10.24 • App Version 3.6.0

App Manual

NEO XS PRO Hearing Aids • Series H



IMPORTANT: Stay up to Date

We regularly update our app to improve and enhance the user experience. The app may change with future updates and this physical manual will not reflect the changes.

For the most current version of the app manual, please visit <https://start.MDHearing.com>.

Compatible Devices

The MDHearing app is available for iPads and iPhones with iOS version 12 and higher, and Android devices running version 8 or higher.



Bluetooth

The Bluetooth® word mark and logos are registered trademarks owned by the Bluetooth SIG, Inc. and any use of such marks by SC Industries is under license. Other trademarks and trade names are those of their respective owners.

Warnings

Notifications of app updates should not be disabled, and it is recommended that the user installs all updates to ensure that the app will function correctly and will be kept up to date.

The app must only be used with MDHearing smart hearing aids for which it is intended, and SC Industries takes no responsibility if the app is used with other devices.

If using the MDHearing app with the hearing aid, please make sure to read the hearing aid user guide. The hearing aid user guide was included in the hearing aid package. If you need a new copy, please contact MDHearing customer support.

Mobile device apps are intended to be used with wireless hearing aids. Mobile device apps send and receive signals from the wireless hearing aids via mobile devices for which the apps have been developed.

We're here to help.

Our U.S.-based team of licensed audiologists and hearing specialists are the heart and soul of MDHearing. They're here to guide and assist you with any questions you may have.

To help our professionals improve your experience and provide the most accurate advice, take our free online hearing test at www.MDHearingAid.com/hearing-test.

800-918-3914

Monday–Friday (Visit www.MDHearingAid.com/contact-us for current hours of operation)

support@MDHearingAid.com

24 hours a day, 7 days a week

Table of Contents

Stay Up to Date	1
Compatible Devices.....	1
Warnings.....	2
Support.....	3
Downloading the App.....	5
Sign In.....	7
Connecting with iOS.....	9
Connecting with Android.....	11
Personalizing	13
When to Personalize.....	14
Personalization Process	15
Dashboard Controls	17
Battery Information	17
Program and Volume	18
Remote Adjustment	19
Find My Device.....	20
Device Information	21
Troubleshooting.....	23
Connection Problems	23
Adding a Second Aid	25
Incomplete Profile	26

Downloading the App

For iOS:

a)

a) Open the App Store® on your phone or tablet.

b)



b) Select the search icon in the lower-right corner, and search for "MDHearing."

c) Click the "GET" button to install the MDHearing app. Open the app and follow the instructions to get started.

Please note: The app is required to personalize your hearing aids.

App Store is a service mark of Apple Inc., registered in the U.S. and other countries.

For Android™:

- a) Open the Google Play app on your phone or tablet.
- b) Search for “MDHearing” in the search bar at the top.
- c) Click the “Install” button. Open the app and follow the instructions to get started.



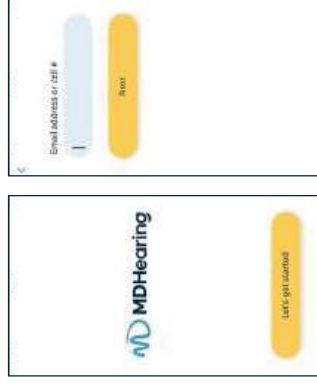
Please note: The app is required to personalize your hearing aids.

Android, Google Play and the Google Play logo are trademarks of Google Inc.

Sign In

a) Sign in with your email address or phone number.

a)

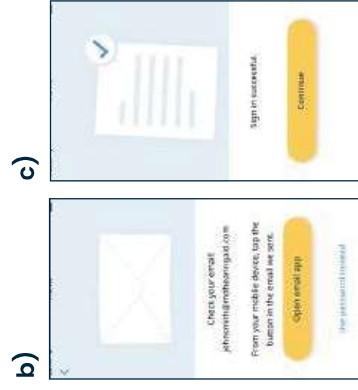


The image shows two screenshots of the MDHearing app's sign-in interface. The left screenshot displays the MDHearing logo at the top, followed by a yellow button labeled "Let's get started!". The right screenshot shows a text input field with the placeholder "Email address or cell #" and a yellow button labeled "Next".

- b)** Open the text message or email from MDHearing Support on your device and tap the link to finish your secure sign in. You can also use a password to sign in as an alternative.

***Please note:** Check your spam folder or filtered text messages if you do not see the message in your inbox.*

- c)** Continue setting up your hearing aids in the MDHearing app.



Connecting With iOS

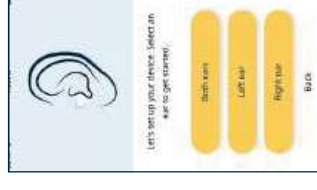
Fully charge the hearing aids prior to first use and pairing with the app.

a) Select the NEO XS PRO to connect.

a)



b)



Please note: Instructions for charging your NEO XS PRO can be found in the user manual.

b) Select the ear you want to set up.

Please note: Screens will be red when setting up right ear. Screens will be blue when setting up left ear.

- c) Turn on Bluetooth in your phone settings to allow the app to communicate with the hearing aid, and return to the app.

***Please note:** Do NOT pair the aids via your phone's Bluetooth settings outside the app. Follow instructions in the app, otherwise it will not find the hearing aids.*

- c)



- d)



- d) Remove the hearing aid from the charging case and tap "Pair" when the message appears.

Connecting With Android

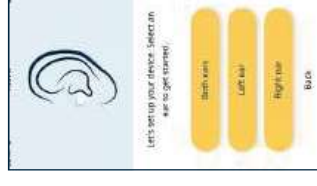
Fully charge the hearing aids prior to first use and pairing with the app.

a) Select the NEO XS PRO to connect.

a)



b)



Please note: Instructions for charging your NEO XS PRO can be found in the user manual.

b) Select the ear you want to set up.

Please note: Screens will be red when setting up right ear. Screens will be blue when setting up left ear.

- c) Allow MDHearing to access the device location and connect with your hearing aid. The app does not track or store your location.

c)



***Please note:** Do NOT pair the aids via your phone's Bluetooth settings outside the app. Follow instructions in the app, otherwise it will not find the hearing aids.*

- d) Remove the hearing aid from the charging case and tap "Pair" when the message appears.

d)



Personalizing

Just as no two people are alike, no two ears are exactly the same. That's why MDHearing created a way for you to personalize your hearing aids for your unique ears.

By measuring your response to a series of tones, the app will create a profile for each ear and customize the programs just for you.

Please note: This is not a medical evaluation or test.



When to Personalize

First use:

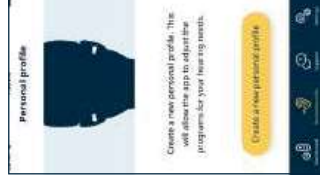
You will be prompted to personalize after connecting your hearing aids to the app.

Annually:

Your hearing can change over time. It is best to update your profile every year.

Changes in your hearing:

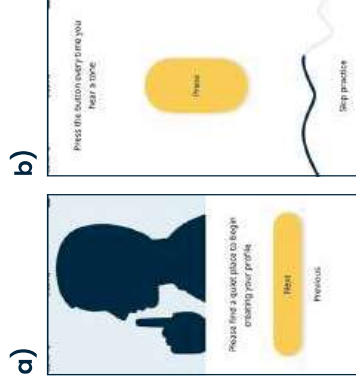
You can create a new personal profile any time you feel your hearing has changed.



Personalization Process

- a) To begin creating your personal profile, you will need to allow the MDHearing app to use your device microphone. This is only used during the personalization to check that you're in a quiet place for accurate results.
- b) Follow the instructions in the app to complete your personalization for each ear. This will take about 10 minutes.

Please note: For accurate results, only press the button if you really heard the tone.



c) To finish optimizing your hearing aids, enter your date of birth and gender.

Please note: Personalization results differ based on age and gender.

c)

The screenshot shows a mobile app interface for configuring hearing aids. At the top, it says "In order for the app to configure the most suitable guide, please fill in the info below." Below this are four input fields: "First name" with the value "John", "Last name" with the value "Smith", "Date of birth" with a calendar icon and the value "Dec 18, 1987", and "Gender" with radio buttons for "Male" (selected) and "Female". A yellow button at the bottom right says "Configure hearing aids".

Below the input fields, there is a confirmation screen. It features a silhouette of a person wearing hearing aids with a checkmark. The text reads: "Congratulations! Your hearing aids and personalized settings are ready for you." and a yellow button labeled "Done".

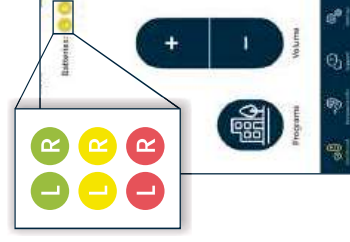
Dashboard Controls

The Dashboard allows you to view your hearing aid battery levels and change your program and volume. Tap the Programs button to access program options. Tap the Volume button to access volume control.

Battery Information

- **Green** = Good battery
- **Yellow** = Replace/recharge battery soon
- **Red** = Replace/recharge battery immediately

Important! The app may no longer work when battery level is low (even if the hearing aid is still working) because the app connection requires more power than the hearing aid amplification.



Program and Volume Control

Programs: For detailed program descriptions, see the Settings section in your *NEO XS PRO* user manual.

Volume: Drag the sliders up and down to control the left or right aid's volume. Tap "+/-" to raise/lower the volume of both hearing aids.

Please note: When the hearing aid is turned off and back on, it will return to the last-used settings.

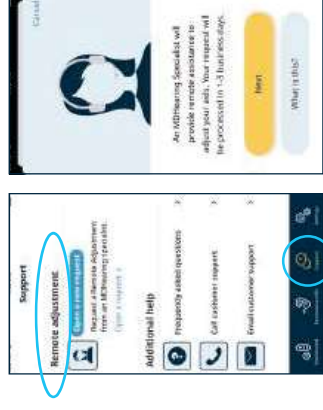


Remote Adjustment/Support

Our hearing specialists can adjust the sound settings for you through the app. Let us know the issue you are facing and then a specialist will contact you and remotely adjust your hearing profile.

To get started, go to the “Support” tab at the bottom of the screen.

From here, you can open a new Remote Adjustment request, view the status of an open request, or get support via phone or email.



Find My Device

The Find My Device tool helps you locate your misplaced hearing aids. Its real-time distance indicator represents how close you are to the device. It also tracks your last-known time of connection and program setting.

Find My Device can be found under the "Settings" tab at the bottom of the screen.



Device Information

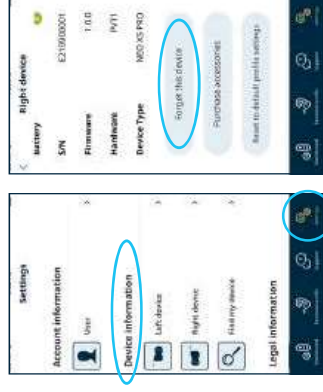
Device Information can be found under the "Settings" tab at the bottom of the screen. Select the Left or Right device.

"Forget this device" button:

You are only able to connect your hearing aids to one device at a time.

You should "forget this device" if:

- you switch to a new phone or tablet and need to delete the hearing aid from the previous device.
- you get a new hearing aid due to repair, replacement, or purchase a new one.



“Reset to default profile settings” button:

Resetting your profile settings to factory default will remove your personalization settings and any remote adjustments made by our hearing professionals.

You should “reset to default profile settings” if:

- you want to delete your personal profile.
- you feel you heard better with the default settings.



Troubleshooting

Please note: For sound issues, please see your NEO XS PRO user manual.

Connection Problems

If the app is unable to find your aid, check the following and then press "search again."

NEO XS PRO is turned on:

Make sure the hearing aid is charged. If unsure, charge until blue light turns green (instructions for charging your NEO XS PRO can be found in the user manual). Place the hearing aid in your ear, press the button, and listen for beeps.



NEO XS PRO is near the smartphone:

Bluetooth has a limited connection range. Make sure your *NEO XS PRO* is within six (6) feet of your device.

No other device is connected to the *NEO XS PRO*:

If you use the MDHearing app on both your smartphone and tablet, you will only be able to connect with one device at a time. Make sure the app is completely closed on the other device.

If the app is still unable to find the aid, charge the hearing aid. The app may no longer work when hearing aid battery is low, even if the *NEO XS PRO* is still working. This is because the app connection requires more power than the hearing aid amplification.

Add a Second Hearing Aid to the App

If you started using the app with only one aid and later decide to add a second aid, you will need to go to the “Settings” tab at the bottom of the screen and scroll down to Device Information.

Select either Left or Right Device, depending on which side you need to set up. Then tap the “Set up Left/Right device” button and follow the instructions in the app.



Incomplete Profile Notification

When your personal profile is incomplete, you will see an exclamation mark on the Personal Profile icon. This means you need to recreate your personal profile. This can be the case when:

- you never completed the personalization.
- you add a new hearing aid.

For more FAQs, visit the Support tab in your MDHearing app.



MDHearingAid.com
800-918-3914

v10.24 • App Version 3.6.0

FCC regulatory conformance:

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.
- (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

NOTE: The manufacturer is not responsible for any radio or TV interference caused by unauthorized modifications to this equipment. Such modifications could void the user's authority to operate the equipment.

RF Exposure

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment.

FCC ID:2AZO9-NORITE24