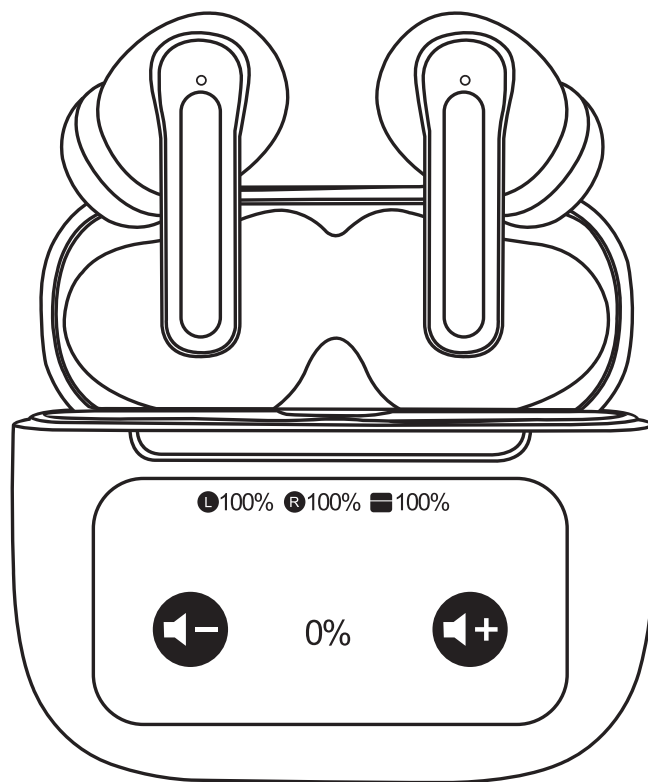




User Manual

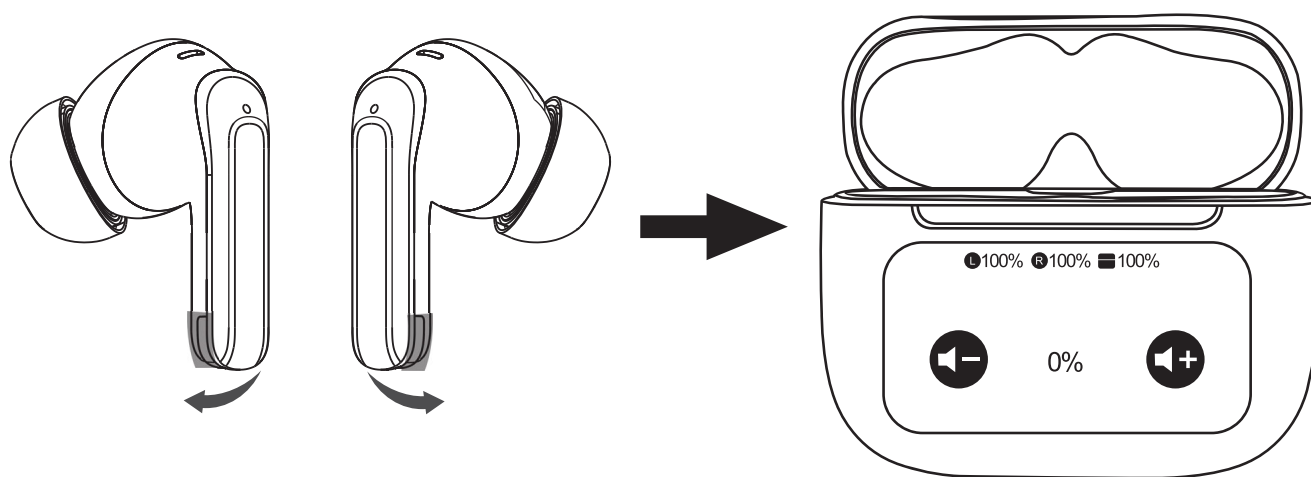
MG03 Pro

Please read this user manual carefully before use and keep it for future reference.

After-sales Service

- Email: vivahear@outlook.com
- Phone/WhatsApp: +86 18038102095
- WhatsApp QR Code:



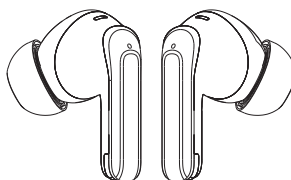


Please remove the insulating film from the bottom of the left and right Hearing Aids, then place them back into the charging case. Close the lid, and the Hearing Aids will automatically activate and start working.

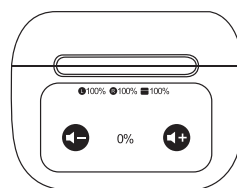
1. Packing List	02
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1. Packing List

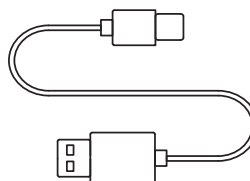
Hearing Aids x 2



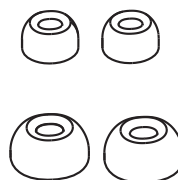
Charging case x 1



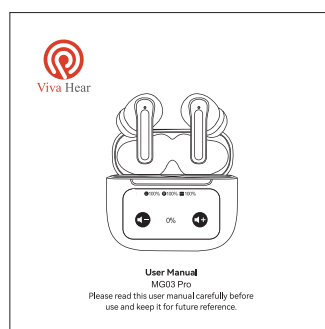
Charging cable x 1



Ear cap x 4

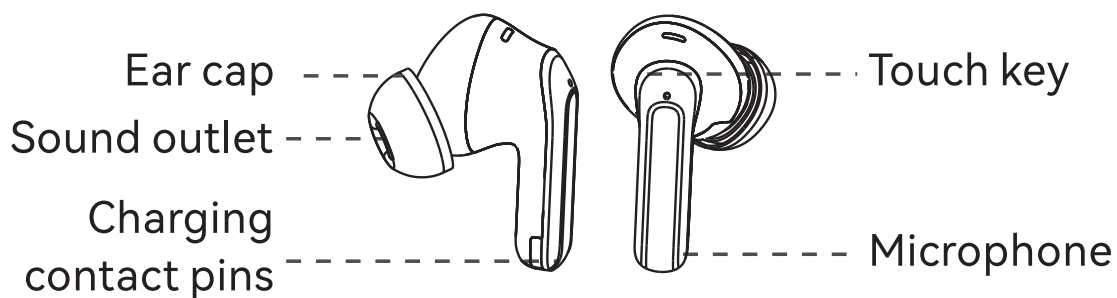


User manual x 1

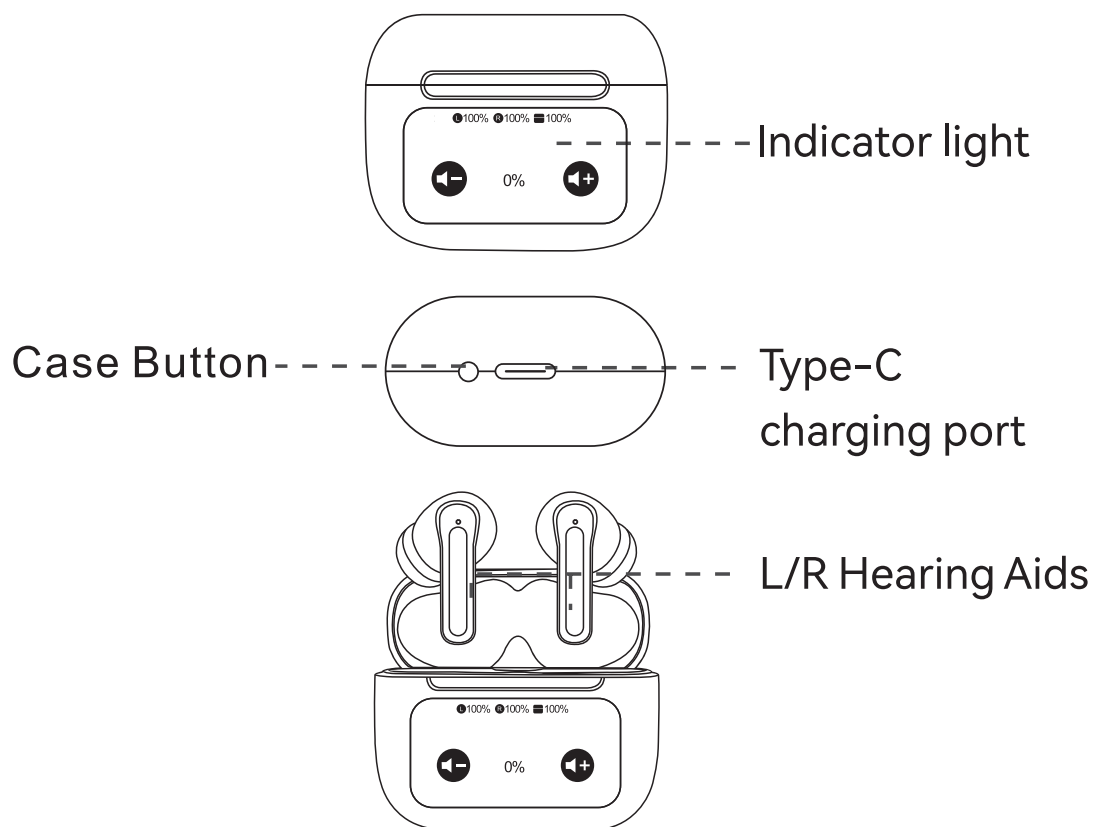


2. Product structure

2.1 Hearing Aids x 2



2.2 Charging case



3. Guide to operation

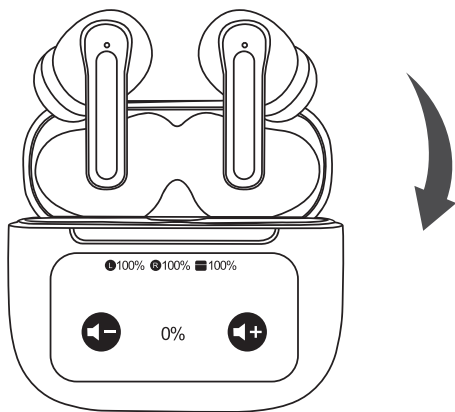
It is recommended to fully charge the Hearing Aids and charging case before first use.

3.1 Charging

3.1.1 How to charge the Hearing Aids.

Put the Hearing Aids into the charging case and close the cover, and the charging case will automatically start charging the Hearing Aids.

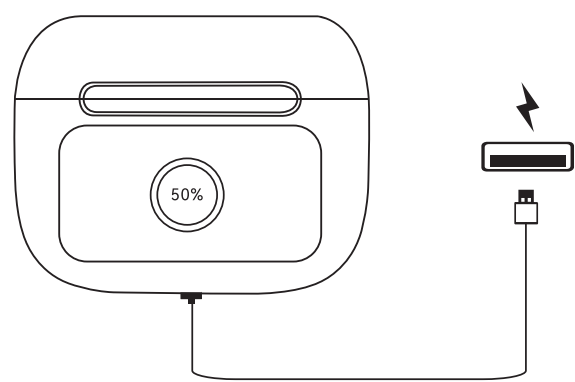
-	Charging time	Battery life
Hearing Aids	1H	7H
Charging case	2H	Provides 3 - 4 full charges for the Hearing Aids



3.1.2 How to charge the charging case

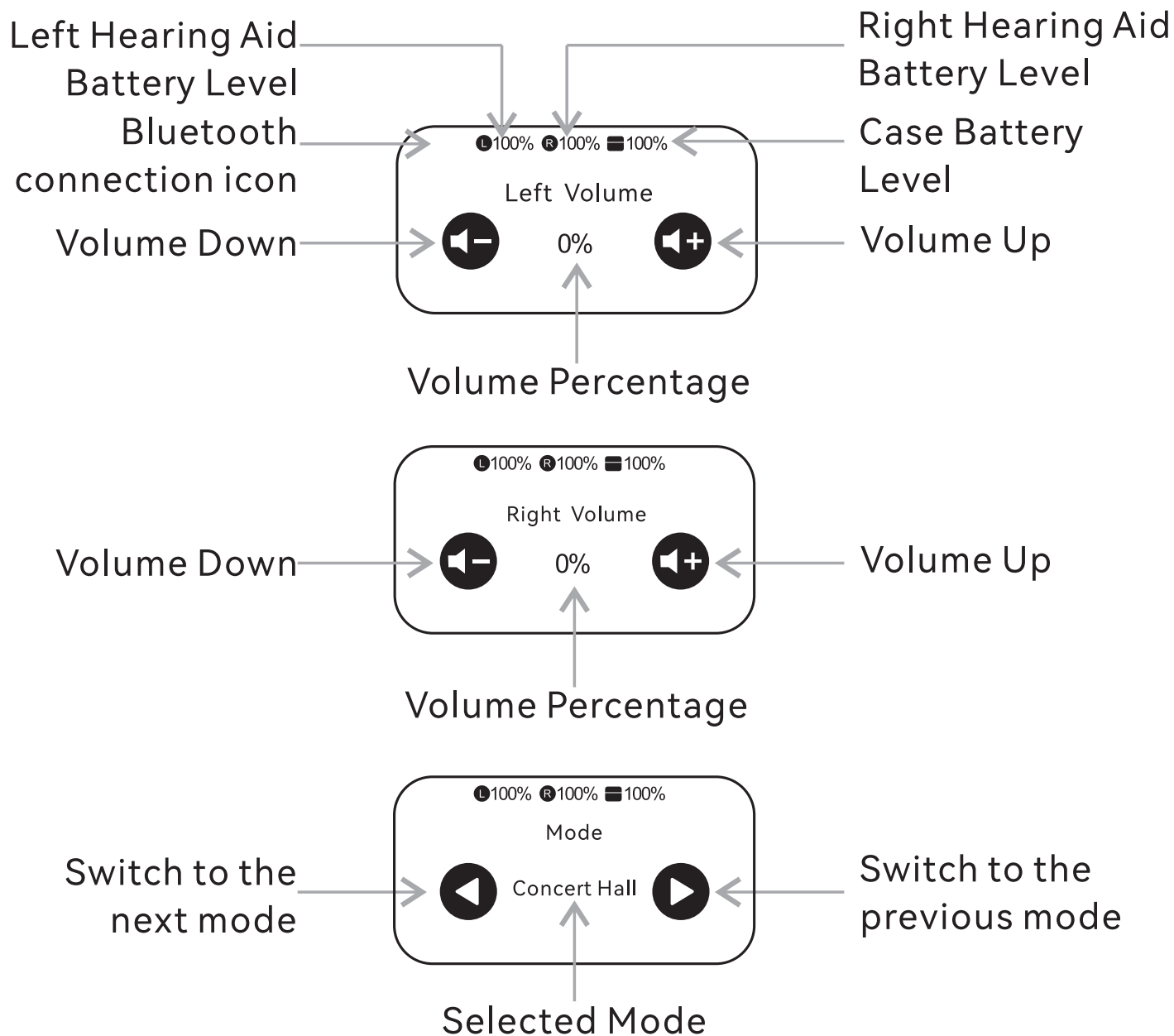
Connect the charging case to the power adapter for charging.

Charging case status	Screen Display
Charging	Show charging level



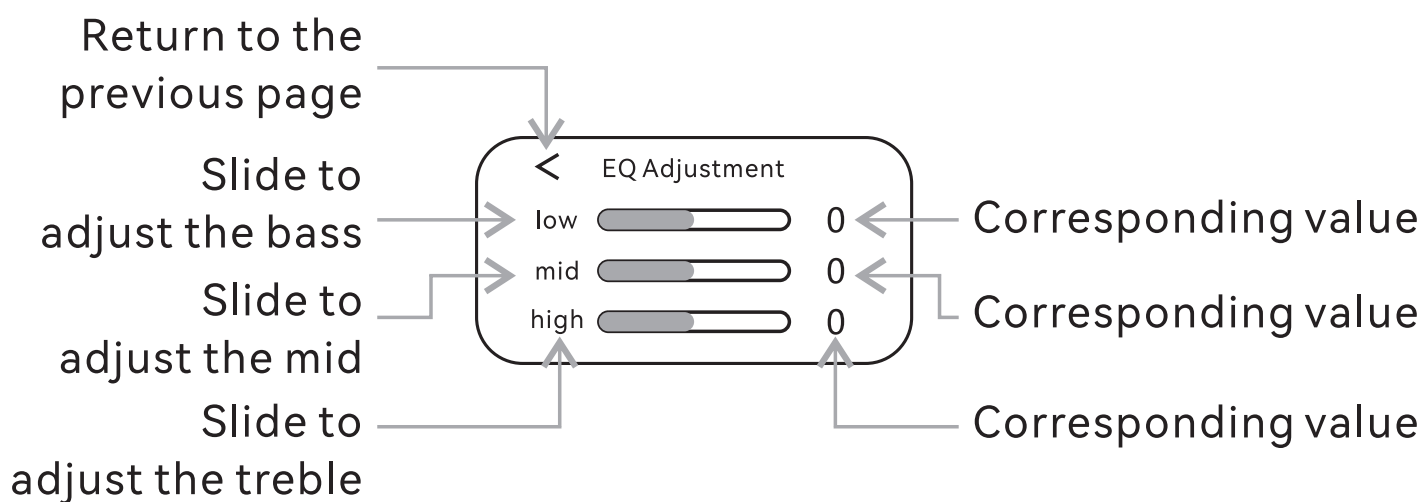
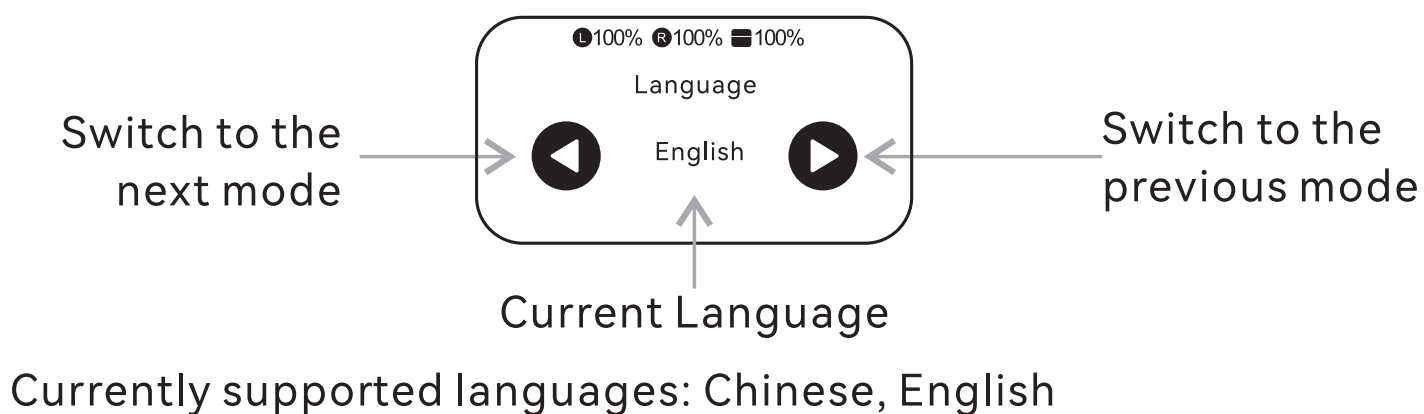
Note: Use the power adapter (DC 5V / 1A) and the charging cable (1A) as required by this specification.

Display Instructions for the Charging Case



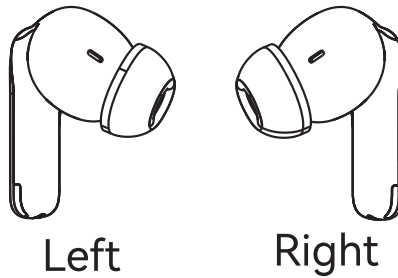
The available modes are: Indoor, Outdoor, Concert Hall, and Custom.

Language Switch Interface



3.2 How to Wear

Hearing Aids L/R Recognition



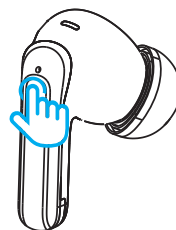
3.3 Power on/off

Power on: Open the charging case and take out the Hearing Aids; it will automatically turn on, or long press the button for 5s to turn on.

Power off: put the Hearing Aids into the charging case, close the charging case cover, the Hearing Aids will automatically shut down, or long press the button for 5s to shutdown the Hearing Aids.

3.4 Volume adjustment

Short press the button each time, the volume increases one level, if the volume is at maximum volume, press the button again, the volume will cycle to the minimum level.

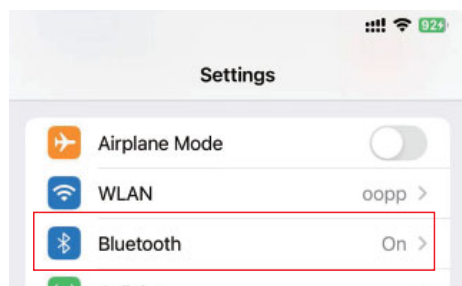


3.5 Pairing

(1) When you first open the charging case (if the Hearing Aids has not been paired with any device), the Hearing Aids will automatically enter bluetooth pairing mode.

If the Hearing Aids has already been paired with a device and the device is not nearby, you will need to wait 30 seconds for the Hearing Aids to automatically enter Bluetooth pairing mode.

(2) Unlock your phone, tap the “Settings” icon, and then select “Bluetooth”.



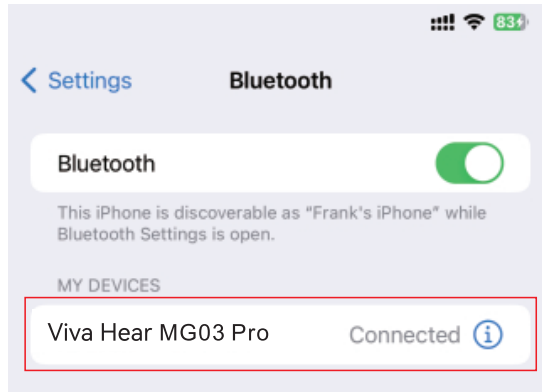
(3) Go to the Bluetooth settings menu and turn on the Bluetooth switch.

The phone will search for nearby Bluetooth devices, and you need to choose the Hearing Aids bluetooth pairing name

"Viva Hear MG03 Pro" from the list of other devices. If the connection is successful, the Hearing Aids plays the

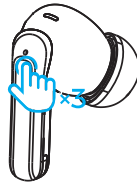
"Connected" voice prompt. At this point, the Hearing Aids match will appear on your phone's paired list. The Bluetooth connection is now established, and you can now use the Hearing Aids.

Note: During flights, turn off Bluetooth unless the pilot allows it.

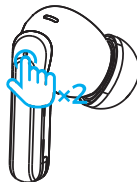


3.6 Touch key description

(1) Audio mode switch (indoor/outdoor/concert hall): triple-click



(2) Pause/Play music: Double click



3.7 Replace the ear cap

(1) Hold the hearing aid body and gently pull off the ear cap.



(2) Push the new ear cap securely onto the device to ensure it is firmly installed.



4. Troubleshooting guide

Problem	Possibli Cause	Solutions
Whistling	Hearing Aids was not worn correctly	Re-insert correctly
Hearing Aids have no sound	Not powered on	Starting up
	Run out of battery	Charge the Hearing Aids
	The volume is not adjusted	Turn the volume up
Low volume	Battery power is insufficient	Charge the Hearing Aids
	The volume is too low	Turn the volume up
	Loose ear caps	Adjust the ear caps and re-insert the Hearing Aids
	Too much wax in the earcap/sound hole	Earwax cleaning
The charging case screen does not light up	The adapter is not connected	Check that the adapter is plugged
		Check whether there is electricity in the charging socket and whether there is bad contact
	The charging cable is not plugged in place	Check both ends of the charging cable and ensure they are securely connected.

The hearing aid fails to charge when placed in the charging case	Hearing Aids are not positioned correctly; poor contact	Take the Hearing Aids out of the charging case, and put it into the charging case after the charging light is off
		Check whether the charging cable is faulty, and try a different charging cable
	The charging contact is dirty	Clean the charging contacts with a clean, dry cloth

5. Technical parameters

5.1 Acoustic parameters

Maximum OSPL90	121dB±3dB
Sound gain	FOG50 HFA Avg: 38dB±5dB
EQ input noise	≤12dB±3dB
WDRC	16 Channel
Frequency	300Hz - 6500Hz
Delay	<13ms
Total harmonic distortion	≤3%

5.2 Product Parameters

Name	Viva Hear Wireless Bluetooth Hearing Aids
Model	MG03 Pro
Material	ABS
Bluetooth version	V5.3
Communication distance	10m
Battery capacity	40mAh/0.144Wh (Hearing Aids) 500mAh/1.85 Wh (Charging Case)
Hearing Aids rated input	DC 5V $\overline{=}$ 40mA
Charging case rated input	DC 5V $\overline{=}$ 500mA
Charging port	Type-C

6. APP guide

6.1 Download the Viva Hear APP

The Viva Hear APP lets you set up and adjust your device. It can adjust and manage your settings based on your hearing loss.

Step 1:

Use your smartphone to download the Viva Hear APP from the following channels:

- (1) App Store
- (2) Google Play Store
- (3) URL: www.viva-hear.com
- (4) QR code:



IOS QR code



Android QR code



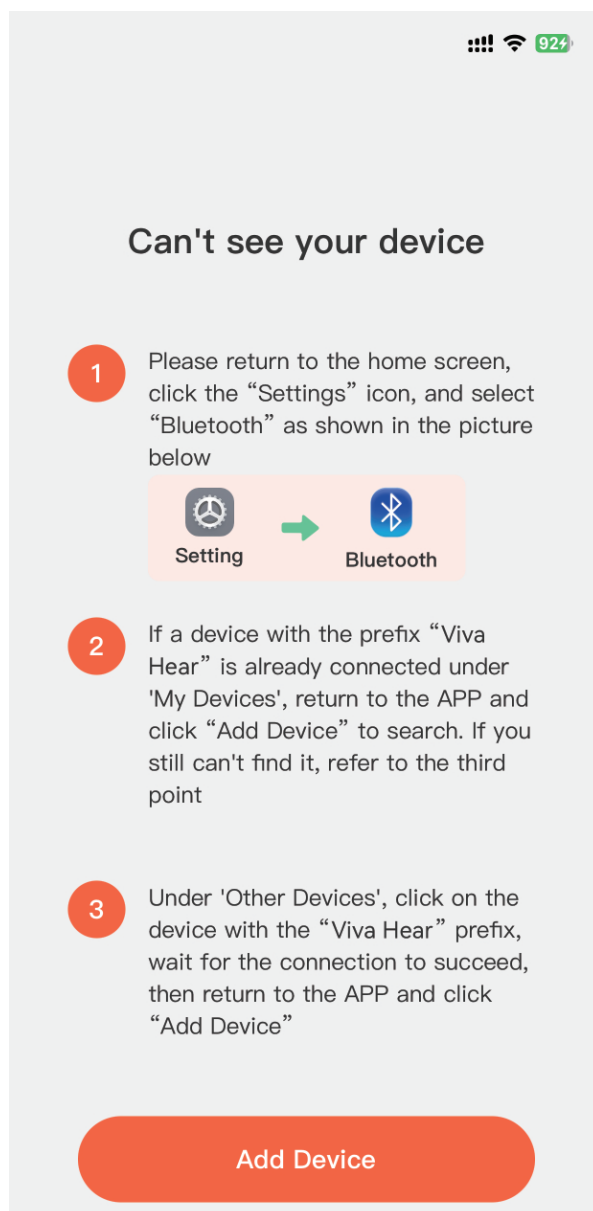
Google QR code

Step 2:

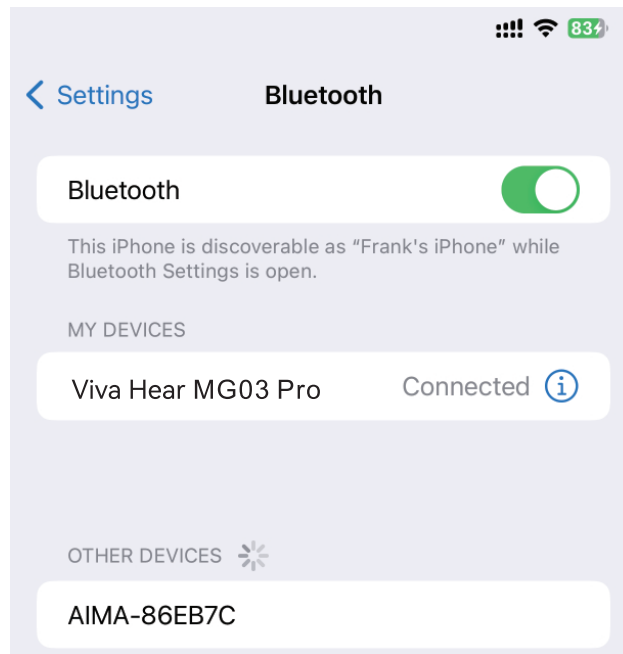
Follow the instructions in the APP to learn how to wear, use and set up your device.

6.2 Viva Hear APP operating guide

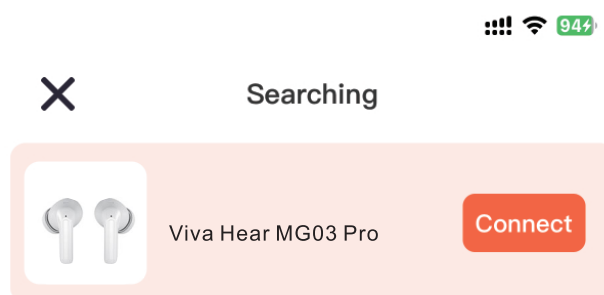
(1) Connect Bluetooth:



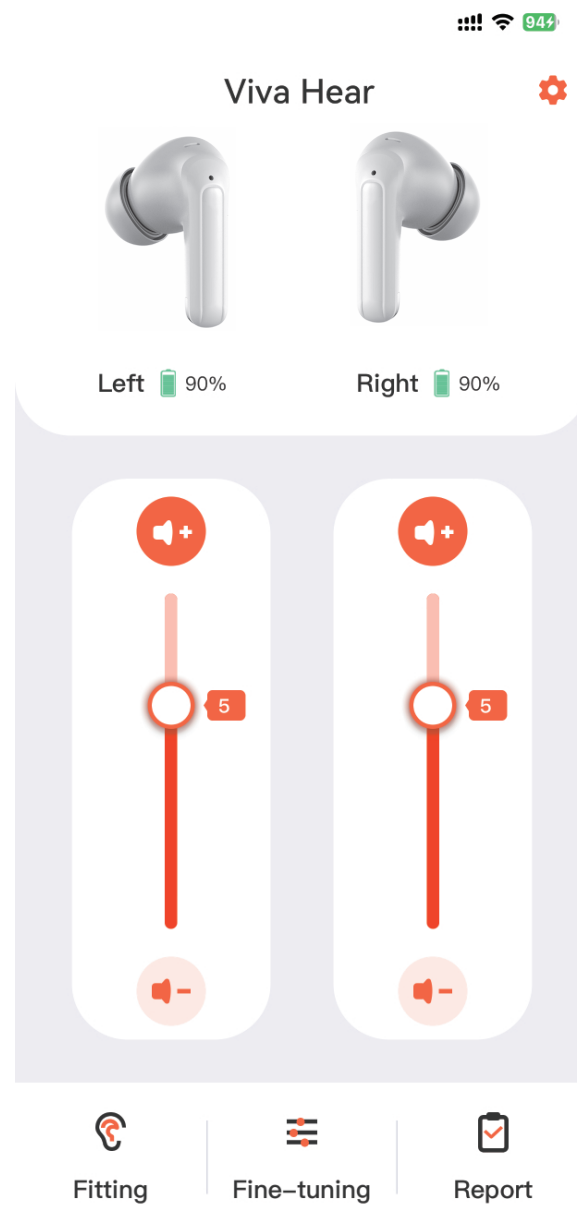
(2) Bluetooth settings:



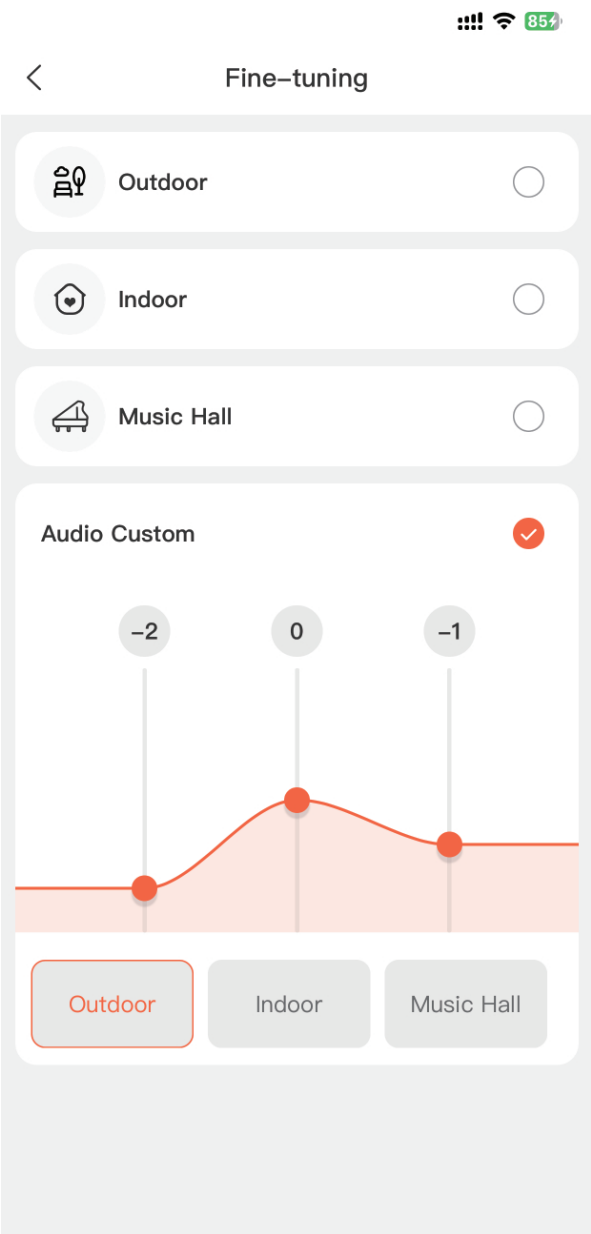
(3) Connected Device:



(4) Dashboard:



(5) Hearing Fine-tuning



(6) Pre-test preparation:

Pre-Test Preparation



Hearing Test Based on the People's Republic of China

《GB/TB16296.1-2018 Acoustic Audiometry Methods》

1

Please move to a bedroom, study, or other quiet environment

Start Hearing Test

Pre-Test Preparation



2

Please put on your device

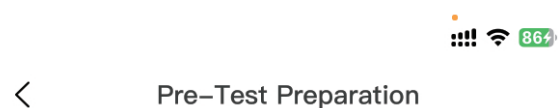
Next Step

Pre-Test Preparation



Enter Environmental Check

(7) Acoustic environment checking: (if too noisy, the test can not be carried out)



Enter Hearing Test

(8) Hearing loss testing:

86%

< Left Ear Pure Tone Test

After hearing a 'beep' or 'hum'
Click 'heard it'

Start

Finish

Frequency(Hz)

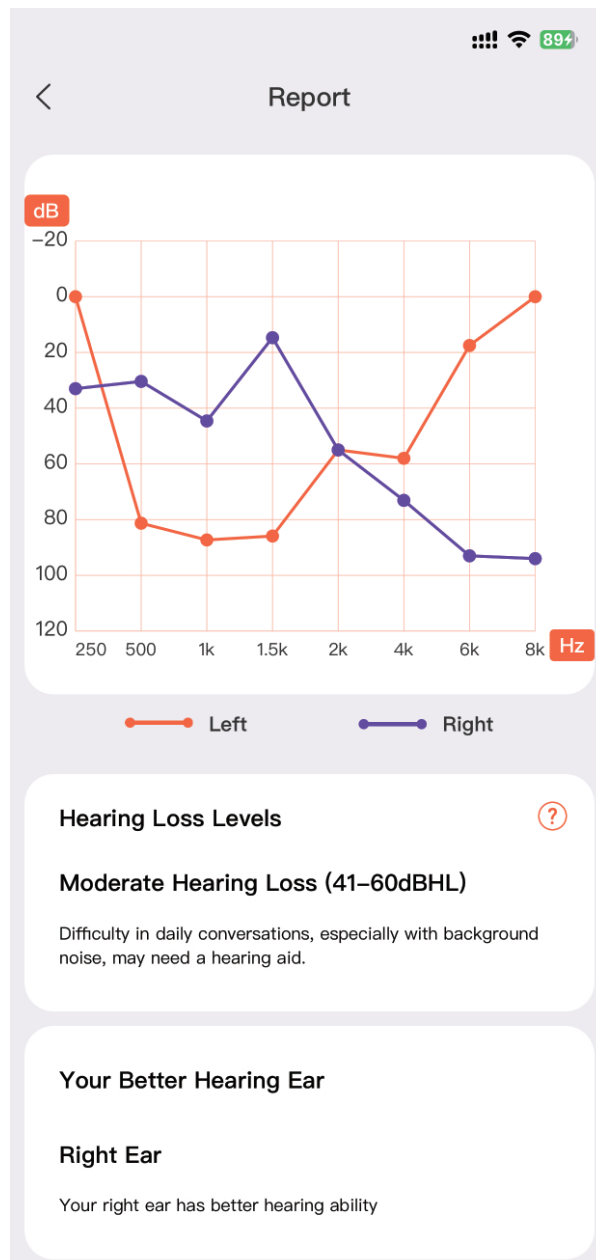
250 500 1k 1.5k 2k 4k 6k 8k

Loudness(dBSPL)

0 20 40 60 80 100 120

Heard It

(9) Test report:



7. Product safety information

Please read all instructions and warnings before using this product. Improper use may cause damage to the product or personal safety.

1. The product contains batteries. Do not expose this product to overheating environments such as strong sunlight or heaters. Do not store this product in high temperature, strong light and strong magnetic field environments.
2. Do not place the product in harsh environment such as near the fire source. Do not drop, throw, crush, squeeze, or expose to fire. If the battery is swollen, discontinue use.
3. Product ambient environment temperature: 0~45°C.
4. Improper use of the product in violation of the manual may cause damage or endanger safety. The user assumes all responsibility for any such consequences.
5. Non-professionals are strictly prohibited from disassembling this product, otherwise it may cause fire or even completely damage this product.
6. Do not use a charger that exceeds the output current load of this product. The device will automatically stop charging if the load is exceeded.

7. Please regularly clean the charging contact of the Hearing Aids with a clean cotton cloth to prevent charging issues or startup failure caused by a buildup of dirt or debris.

8. Do not submerge the product in water. Do not place it in a washing machine. If water gets into the product, please wait for it to dry naturally before use.

Product name: Viva Hear Wireless Bluetooth Hearing Aids
Manufacturer name: Shenzhen Cresendo Technology Co.,Ltd.
Company address:Room 402, Building A31, No.44 Xiangrui 3rd Road, Nanshan District, Shenzhen City, Guangdong Province, China.

FCC Statement

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. 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.

Caution: Any changes or modifications to this device not explicitly approved by manufacturer could void your authority to operate this equipment.

RF Exposure Information

The device has been evaluated to meet general RF exposure requirement. The device can be used in portable exposure condition without restriction.