

Getting Started

Tips for Success



NEO XS • Series R

TELEHEALTH CARE

Expert support and guidance whenever you need it

With MDHearing, you're not alone in your hearing journey. Our licensed, U.S.-based audiologists and hearing specialists are here to guide you every step of the way—with setup, fit adjustments, troubleshooting, and ongoing support.



CALL/TEXT

888-898-4931



EMAIL 24/7

help@MDHearingAid.com

For current hours of operation, visit www.MDHearingAid.com/contact-us



**SCHEDULE YOUR
SETUP APPOINTMENT**

Scan the QR code or visit
MDHearing.com/setupmd

SCAN ME





WHAT TO EXPECT

Hearing is a journey. Give your brain time to adjust.

Unlike eyeglasses—where everything comes into focus as soon as you put them on—hearing is a more nuanced process. When you start wearing hearing aids, your brain needs time to relearn how to process sounds it may not have heard clearly for a while.

Many people notice significant improvement within a few weeks, but everyone adjusts at their own pace. The key is consistency: the more you wear your hearing aids, the faster your brain adapts. Stick with it—you may be surprised by what you've been missing.

Week 1: Getting reacquainted with sound

The first week is typically the biggest adjustment. Some sounds may seem too loud, such as the refrigerator humming, the clock ticking, your footsteps, or your own voice. This is normal—your brain is figuring out which sounds to prioritize, and which ones to tune out. With regular use, these background noises will fade into the background again.

Don't give up!

PATIENCE

Try to wear your hearing aids as much as possible each day. It's okay to take breaks if needed.

Week 2: Sounds become more natural

In the second week, many people find that sounds start to feel more natural. You may still feel some listening fatigue as your brain continues adapting, but conversations should become easier and more enjoyable.

You might even notice that people don't need to repeat themselves, or that they've been speaking louder than necessary.

PRACTICE

Listen to songs you know by heart or watch a TV game show and guess the answers without reading them off the screen.



PARTICIPATE

Enjoy family gatherings, dining in restaurants, or a movie night—without guessing to fill in missed words. The more listening experiences you have, the stronger your listening skills become.

Week 3: Confidence and clarity

After a few weeks, listening usually requires much less effort. Your brain becomes better at filtering out background noise and focusing on the sounds that matter—leaving you feeling more energized and engaged in conversations.

QUICK-START GUIDE

Simple, hassle-free setup

STEP 1: SCHEDULE

Schedule your setup appointment (page 2).

STEP 2: CHARGE

Fully charge your hearing aids (page 8).

STEP 3: FIT

Find the best dome size and place the aids in your ears (page 9).

STEP 4: ADJUST

Experiment with different volume and program settings (page 11).

CHARGE AND GO

Charging your hearing aids

We recommend fully charging your hearing aids before getting started. Simply plug the charging case (with the hearing aids inside) into a standard outlet. When the case is fully charged, it can also charge your hearing aids on the go.

Charge Time	Battery Life
Hearing Aids	
About 2 hours	Up to 18 hours
Charging Case	
About 3 hours	Up to 6 full charges of the hearing aids

Please see your User Manual for charging instructions and LED indicators.

Finding the best fit

Like shoes, a good fit is everything with hearing aids—not only for comfort, but also for quality sound with minimal feedback (whistling).

Your *NEO XS* hearing aids come assembled with medium-sized oval domes. If these do not work for you, try the small and large domes in your MDHearing box.

VIDEO



Check out our helpful video on how to properly wear your hearing aids: www.mdhearing.com/neoxs-videoguides

Our licensed hearing professionals are also available to help you achieve a comfortable and secure fit.

Oval Domes



Small



Medium



Large

Please note: Domes are not left and right ear specific. However, the domes have a slight curve, which should follow the curve of the hearing aid when assembled.

Please see your User Manual for instructions on how to change the domes.

Adjusting the settings

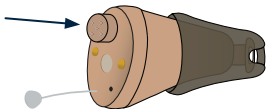
Your *NEO XS* hearing aids are designed for simplicity in your everyday routine, eliminating the need to make trips to a hearing clinic for adjustments.

The simple button on the hearing aid allows you to easily adjust the volume and program settings with the touch of a finger.

Our licensed hearing professionals are also available to guide you in finding the best settings for your hearing loss.

Please see your User Manual for information on sound settings.

Volume & Program Control



Change volume:
Press and quickly release

Change program:
Press for 3 seconds and release



IN-THE-EAR VS. BEHIND-THE-EAR

Interested in a different style?

MDHearing offers two styles of hearing aids: in-the-ear (ITE) and behind-the-ear (BTE). Both styles are designed to be small and discreet, but they differ in fit, visibility, and sound quality.



In-the-ear



Behind-the-ear

The *NEO XS* is an in-the-ear hearing aid designed to fit inside your ear canal. Because every ear is unique, some people find that a different style works better.

If you experience discomfort or a poor fit, you may want to try a behind-the-ear style, which can often be better optimized for different ear shapes, providing improved comfort and sound clarity.

You can exchange your *NEO XS* during your 60-day trial. When you exchange, your trial period resets—giving you a full 60 days to try your new hearing aids.

If you have any questions or would like help choosing the best option, our team is here to help. Call us today at 888-898-4931.

IMPORTANT

Cleaning and maintenance

Similar to routine car maintenance, hearing aid maintenance is essential to keep your hearing aids working their best for years to come. Domes and wax guards protect against wax and moisture, and can affect the sound quality if they have debris in them.

Inside your MDHearing box is a **cleaning tool that should be used daily**. It's also important to periodically replace the domes and wax guards (**we recommend replacing parts once a month**).

Cleaning Tool



Quick Care Checklist

Daily

- Wipe hearing aids with a clean, dry cloth
- Use the cleaning tool to remove debris

Monthly

- Replace the dome
- Replace the wax guard

As Needed

- Everyone's ears are different. It never hurts to clean your hearing aids and replace parts sooner if sound becomes weak or they show signs of wear.

Please see your User Manual for cleaning and replacement instructions.

Protection from moisture

Moisture is one of the biggest threats to hearing aids. From sweat to humidity in the air, hearing aids are exposed to moisture more often than you may realize.

Our audiologists recommend that every hearing aid owner use a dehumidifier. Dehumidifiers help remove moisture and keep your devices working properly day after day.

Regularly drying your hearing aids can also help prevent moisture damage that may lead to costly repairs, **protecting both your devices and your investment in better hearing.**

Dehumidifier Jar

- Removes moisture using a desiccant lining
- No batteries or electricity required
- Drying Time: Overnight
- Needs replacement every 6 months

UltraDry UV Dry Box

- Removes moisture using gentle, dry heat
- Sanitizes using ultraviolet (UV-C) light
- Requires electricity
- Drying Time: ~4 hours
- No replacement required

*To purchase a dehumidifier, call us today at **888-898-4931**.*



Satisfaction guarantee

Your hearing journey is personal. With our 60-day risk-free trial, you can adjust at your own pace and ease into better hearing with confidence.

LEARN MORE

Looking for more resources?

USER MANUAL

For detailed information on how to use your hearing aids, please see your **User Manual**.

HELP ARTICLES

Explore FAQs, tips, and more info:
support.mdhearingaid.com



VIDEO GUIDES

For helpful videos including tutorials and troubleshooting:
www.mdhearing.com/neoxs-videoguides

Better hearing, backed by experts

From quiet conversations to everyday moments, your hearing aids are here to help you reconnect. As your brain adjusts, you'll begin to notice meaningful sounds—like voices and laughter—coming back into focus.

Give yourself time, be patient with the process, and remember—**you're not alone on this journey. Our team of licensed professionals is here to support you every step of the way.**

Here's to clearer hearing and more connected moments ahead.



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