Get to know
Neosensory Duo

Welcome to the Neosensory community.
This guide will help you set up your wristband, explain the Duo tinnitus program, and troubleshoot common problems.

Contents

1 Anatomy of your wristband

2 Getting started

2 Using the Neosensory app to pair your wristband with your smartphone

3 Wearing your wristband
Turn on your wristband
Adjust sensitivity

4 Daily exercises with Neosensory Duo

5 Track your progress

6 How long should I continue the program?

3 Troubleshooting

7 Problems logging in
My wristband isn't picking up on sounds

8 My wristband won't turn on
My wristband won't pair with my smartphone

4 Frequently Asked Questions

9 FAQ

11 Further reading: Science questions

1 Anatomy of your wristband

1 Power button

Press to turn your band on or off.

Need to reset the band? Reset it to default settings by pressing and holding the power button for 10 seconds.

2 Four motors

29,000 unique vibration patterns translate sound to touch.

3 Discreet band holder

Easy to adjust retainer keeps your band secure.

4 Hypoallergenic band

Our medical quality silicone band material is comfortable, easy to clean, anti-microbal, and fits a wide range of wrist sizes.

5 Adjust microphone sensitivity with + and - buttons

You can set how much sound the band picks up. Too much background noise? Simply turn down the sensitivity.

2 Getting started

- **Using the Neosensory app to pair your wristband with your smartphone**

1. Download the Neosensory app onto your phone (available for iPhone and Android).
2. Turn the wristband on with the power button on the side.
3. Make sure your phone's Bluetooth is turned on.
4. Open the Neosensory app and follow the instructions.

- ## Wearing your wristband

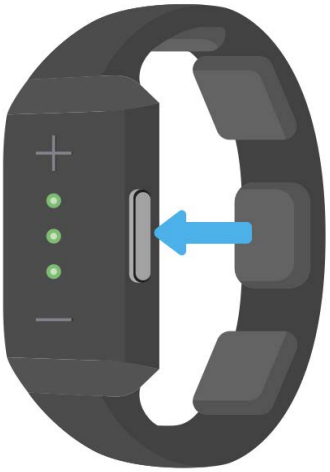
1. Slide the strap into the clasp until the band fits snugly around your wrist.

2. We suggest you wear the wristband with the face on the top of your wrist (the - and + will be facing you).

3. You can wear it on either wrist.

4. Wear your wristband snugly (but not uncomfortably). It should feel good on your wrist while still ensuring the motors are pressed against the skin.

5. Use the clasp to secure the band and the loop to hold the remaining strap material.



- ## Turn on your wristband

Press the power button. You should see three green lights appear.

- ## Adjust sensitivity

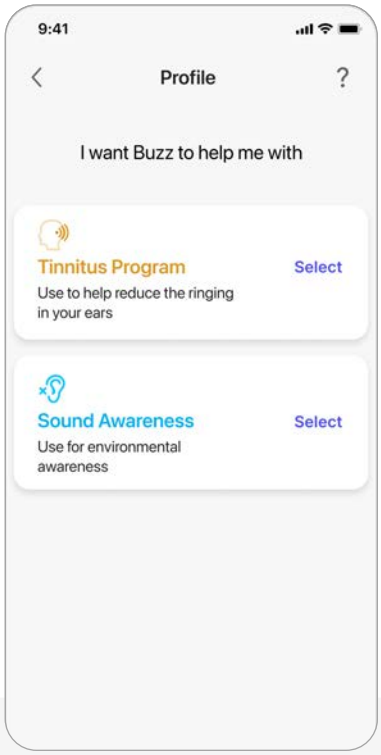
Try to make sure you are in a quiet room with no loud distractions. Adjust the sensitivity with which the wristband hears the tones by pressing the + or - buttons.

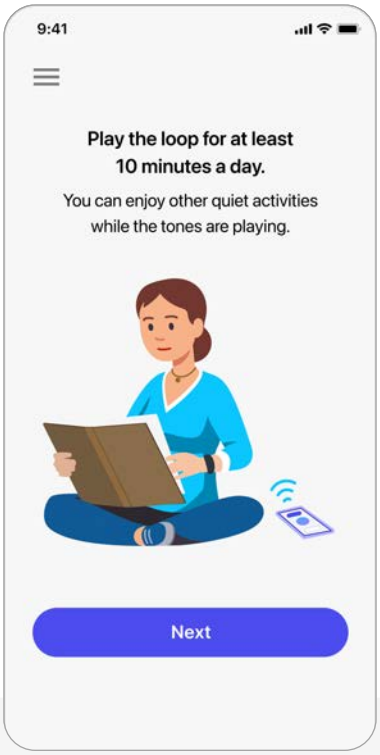
There are three microphone sensitivity levels. Low (one light) picks up the fewest sounds. Medium (two lights) hears more of the world around you. High (three lights) picks up the most sounds.

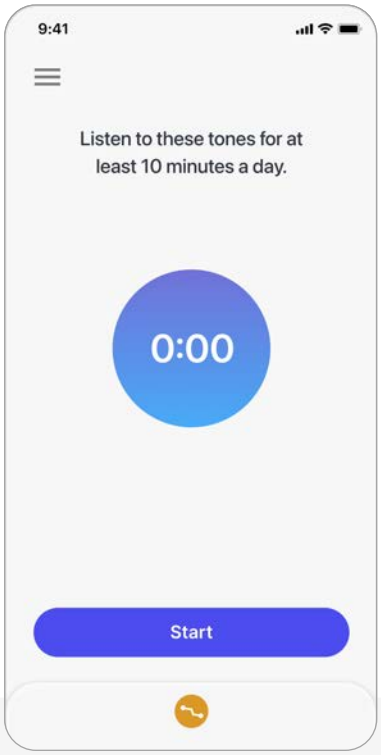
For your daily tinnitus exercises, we recommend leaving the band's sensitivity on High (3 lights, the default state).

Daily exercises with Neosensory Duo

Neuroscience research shows that pairing sound and touch in a specific way (known as "bimodal stimulation") **reduces tinnitus symptoms for most people.** With the Duo program you will perform daily exercises for 10 minutes every day for 8 weeks. During these daily sessions, wear the Neosensory wristband while listening to the specially calibrated tones played from the app via your phone's speaker.







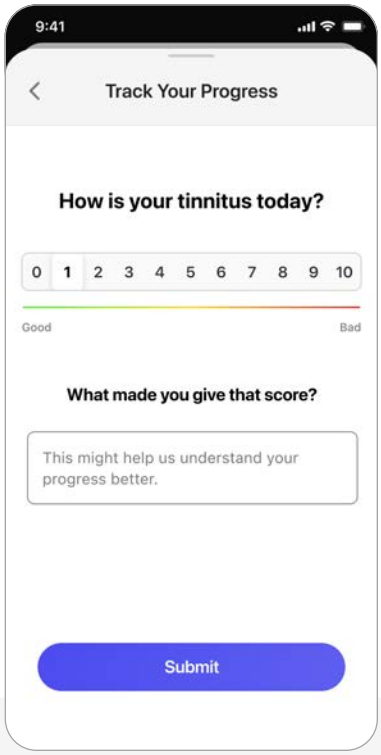
After you have paired the wristband with your phone, you will be asked to select a Profile. Select "**Tinnitus Program**" to begin your exercises.

Find a quiet spot. Your ears and the wristband both need to hear the tones being played by your phone's speaker.

Listen to the tones for 10 minutes. The timer keeps track for you. At 10 minutes the timer turns green to let you know you've completed your daily exercise. You can keep going if you prefer to exercise longer.

- ## Track your progress

  To see changes in our lives, we have to **track the numbers.** Quantifying your tinnitus through time will allow you to take stock of the change.



When you start your exercise, you will see a prompt to **start tracking your progress**. Choose how severe your symptoms are today and add any comments in the text box below.

On pressing the Submit button, you will now see your **personal dashboard** with a progress chart displaying recent entries.

You will be able to see **different chart views** as you continue tracking your progress.

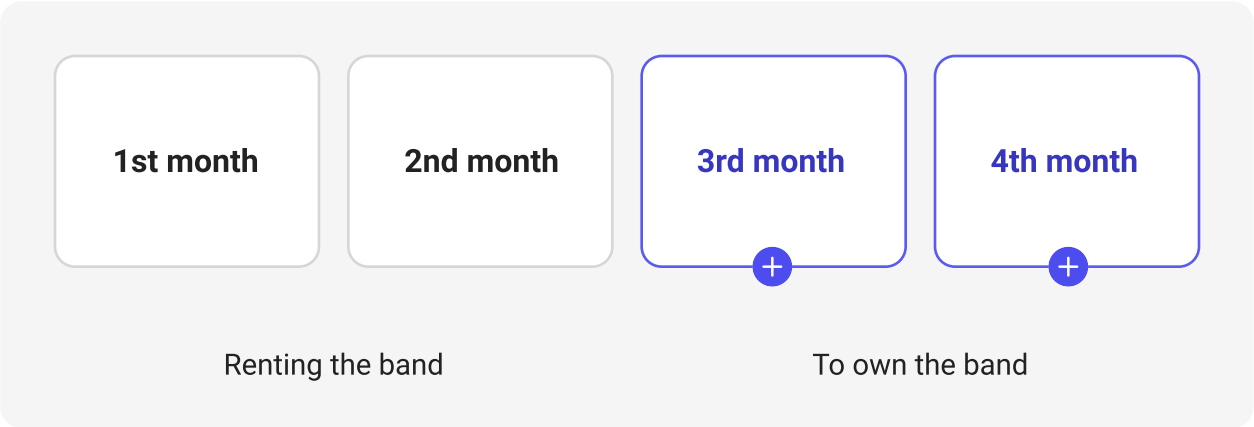
- ## How long should I continue the program?

We recommend a program length of **8 weeks to deliver lasting benefits**. However, some users decide to keep the band for peace of mind (for days when their tinnitus flares up) or to continue doing the exercises daily into the future.

If you'd like to keep the band, simply don't ship it back to us – we'll charge you a **total of 2 additional monthly rental payments** (a total of 4 monthly payments) and then the band is yours to keep forever.

Note for Duo Pro users who joined before October 2021: you will be charged 1 additional month for a total of 3 monthly payments.

Payment plan



Problems logging in

Logging in the first time

If you purchased a wristband on our website, use the same email and password you created at the time of purchase to log into the app.

Forgot your password? Simply follow the "I don't remember my password" instructions.

If you did not create an account on our website when you bought your Duo, or if Duo was given to you as a gift, please click "Create an account" on the login page.

I don't remember my password

If you forget your password you can click on "**Forgot Password**" and you will be emailed a password reset link.

My wristband isn't picking up on sounds

If your wristband isn't vibrating when you listen to the tones in your daily exercises, check the following things:

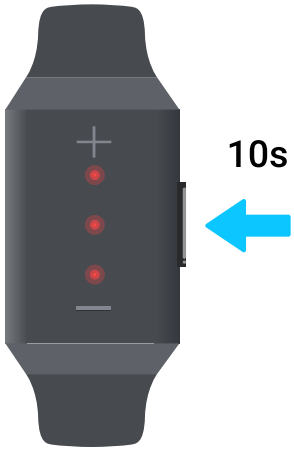
1. **Is my wristband on?** Turn your wristband on by pressing the power button. If you don't see 3 green lights and feel vibrations when you press the + or - buttons, go through our reset flow in the "my wristband won't turn on" question below.

2. **Is there anything blocking the microphone,** such as clothing or dirt? The microphone hole on the top needs to be clear to pick up on sounds.

3. **What sensitivity level is your wristband on?** If you're not sure, push the + button until your wristband shows 3 white lights. Using a higher sensitivity level will let you pick up on more sounds.

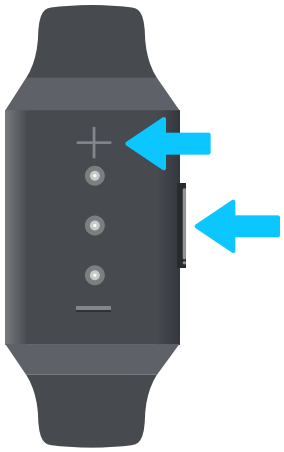
My wristband won’t turn on

If your wristband won't turn on even though it's charged, use the following steps to do a **hard reset**.



1. Hold the power button for 10 seconds until you see the red lights countdown from 3 to 0.
2. Release the power button.
3. After a few seconds, green flashing lights will indicate your wristband has completed the hard reset.
4. In a few more seconds, the wristband will turn itself back on.

My wristband won’t pair with my smartphone



hold (+) and power

1. Hold down the power button and the plus (+) button until the LEDs scroll back and forth, and then release both buttons.
2. Wait until the LEDs have stopped scrolling (around 45 seconds), and all LEDs are off. The band should now be powered on and responding to sound.
3. In your phone’s System Bluetooth settings, remove your wristband from the list of known Bluetooth devices.
4. In the Neosensory phone app, go to menu by pressing the 3 horizontal bars in the top left, then "Device management", then select your device, then "Remove Device".
5. Connect your wristband to the Neosensory phone app by pressing "Add device" from the app menu.

Can I use headphones while listening to the tones?

No. The band needs to be able to hear the tones at the same time your ear hears the tones for the exercises to work.

Can I wear my hearing aids or cochlear implants while listening to the sounds?

Yes, you can use Neosensory Duo while using hearing aids or cochlear implants. We recommend keeping your assistive technology on if it helps you listen to the tones more clearly.

What can I do while listening to the tones?

Anything quiet. This can include meditating, reading, or just enjoying a cup of coffee.

What if my band vibrates too frequently? It seems like it's not just vibrating in response to the tones, but picking up background noise.

You may be in an environment with too much background noise.
We suggest shifting to a quieter environment to do your exercises.

Do I need to wear my wristband all day or just when doing the program?

You only need to wear your wristband while listening to the tones once a day. However, there is no downside to wearing it as much as you'd like around other sounds throughout the day.

Should I listen to the tones for longer than 10 minutes a day?

Our studies show that 10 minutes each day provides the expected benefit. However, there is no negative effect if you choose to do the exercises longer than 10 minutes. The most important lesson from our data is that it is critical to make sure you do the exercises every day.

Is two months enough or should I keep the band forever?

Two months is the recommended program duration that can deliver lasting benefits. However, some users decide to keep the band for peace of mind or even continue doing the exercises daily. If you'd like to keep the band, simply don't ship it back to us – we'll charge you a total of 2 additional monthly rental payments (a total of 4 monthly payments) and then the band is yours to keep forever. *Note for Duo Pro users who joined before October 2021: you will be charged 1 additional month for a total of 3 monthly payments.*

Can I use this tinnitus program if I have moderate or severe hearing loss?

Yes, as long as you are able to hear tones played through a speaker via hearing technology (such as hearing aids or cochlear implants).

I wear hearing aids. Should I take them out or wear them during my daily Duo exercises?

In general, we recommend you do the daily exercises with the same level of hearing support you use in your daily life. Bimodal stimulation (sound + touch), the method employed by Duo, works when you hear and feel the tones from the Neosensory Duo app. Thus, if the hearing aids allow you to hear the tones more clearly, please do wear them.

How do I return my Duo?

Within our **30 day money back guarantee** or at the end of your rental period you will put the wristband back in the box (or a box of similar size). You will then mail it back via FedEx using the included prepaid label. If you have since thrown the label away please reach out to support@neosensory.com for a new return label.

Further reading: Science questions

Does the program work with all types of tinnitus such as pulsatile, high frequency, from COVID-19?

Yes. Tinnitus can take multiple forms, and our research shows a consistent success rate across different symptomatologies.

Does the program help or harm other medical conditions such as ADHD, acoustic neuroma, hyperacusis?

We have not conducted studies beyond tinnitus and recommend you talk with your doctor before trying our program for uses other than reducing the ringing in the ears.

Should I visit an audiologist before starting the program?

While a clinical evaluation is not necessary to use Duo, we do offer Duo Pro which includes two consultations with audiologists who specialize in tinnitus. We recommend Duo Pro for individuals who have never consulted with an audiologist for their tinnitus.

Should I wear the band on the right arm or left? Should it be the same arm as the ear where my tinnitus is strongest?

In general there's no difference, whichever arm is more comfortable.

How high do the tone frequencies go?

The frequencies go up to 8000 Hz. We recommend playing the tones at a volume that is clearly audible and can be picked up by both your ears and the band without causing pain.

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For more information about the Duo program or any of the topics above, please reach out to our customer support team at **support@neosensory.com** or our phone line at **(904) 414-4708** and we will be more than happy to help.