



XEN

BY

NEUVANA®

USER MANUAL



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Dear Customer:

Thank you for purchasing the revolutionary Xen by Neuvana wellness product and platform! We recognize that, in this connected world, each of us is busy, overly stressed and digitally distracted. At Neuvana, we designed Xen to address these challenges and more. Xen delivers multiple lifestyle and wellness benefits through ear-based Vagus Nerve Stimulation. By using Xen, you may experience reduced stress and anxiety, better sleep and improved focus - all contributing to balance in your daily life!

Xen by Neuvana provides an easy, safe and customized wellness experience, offering multiple waveforms within the easy-to-use Neuvana app. By simply by pairing it with your music library, Apple Music®, Spotify®, and/or other streaming apps, the experience becomes truly personalized. Your music selection drives the signal itself, syncing to the pace and harmony of each song for stimulation patterns that match your style. In addition, Xen's signals can sync to ambient sounds, driving optimal vagus nerve stimulation based on the environment around you. With Xen by Neuvana, you can also choose pre-programmed signal patterns, Sensations, that deliver stimulation independent of music or environment.

We recommend that you take the time to explore this User Guide as it will provide instructions and techniques that will enhance your Xen experience.

We welcome you to the Neuvana family. We are confident that you will see tangible benefits to your wellness and health with regular use, which is why we offer a money back guarantee. If you need additional assistance with Xen or have any questions or comments, please call our customer experience team at **1.844.NEUVANA (844.638.8262)** or email us at **support@neuvanalife.com**.

The Neuvana Team



IMPORTANT SAFETY INFORMATION

NOTE:

For the best experience, read this User Guide before using your Xen. Be sure to follow all warnings and precautions. Failure to do so can cause harm to you or your unit.

NOTE:

This product is for healthy users interested in potentially improving their general wellness. It is not a medical device and is not intended to diagnose, treat, cure, or prevent any disease or condition.

WARNINGS

DO NOT USE this product if you have a cardiac pacemaker, implanted defibrillator, or other implanted or metallic electronic device. Doing so could cause electric shock, burns, electrical interference, or death.

DO NOT USE this product while using any other external electrical stimulating devices.

DO NOT USE during pregnancy or if you are breastfeeding.

DO NOT USE this product if you have epilepsy or a history of seizures.

DO NOT USE this product if you have Temporomandibular Joint Disorder, Bell's Palsy, impaired cranial nerve function, or facial pain.

DO NOT USE this product while driving, operating machinery, or during any activity in which distraction or electrical stimulation can put you at risk for injury.

DO NOT USE this product while in a shower, bath, pool, or any other body of water.

DO NOT USE this product if the housing has been damaged.

DO NOT USE this product in the presence of strong electromagnetic fields, such as MRI scanners.

Do not place Xen earbuds anywhere in or on the body, other than the ear canal.

Do not place Xen earbuds on skin that has open wounds, sores, or rashes; or skin that is swollen, infected, inflamed, or has skin eruptions. If you experience an adverse skin reaction, discontinue use immediately.

If you are under directed medical care, consult your physician before using this product.

This product is not intended for use by individuals under the age of 18. Keep this system out of reach of children.

ADVERSE REACTIONS

Users with sensitive skin may experience skin irritation in the area where Xen earbuds are applied. If you experience skin irritation or other adverse reactions, stop using the product. If irritation persists after discontinuing use, consult your physician.



IMPORTANT SAFETY INFORMATION

PRECAUTIONS

The left earbud carries the Xen signal and should only be used in the left ear.

Use caution if using in an ear canal that lacks normal sensation.

Use of accessories not supplied by the manufacturer, Neuvana, may cause harm or injury.

Do not attempt to open or disassemble the Xen unit or headphones.

Operation in close proximity to shortwave or microwave equipment may produce instability in the product output.

If using music, be sure to set the volume of your music first, and then adjust the intensity of your session, as an increase in volume may increase the intensity of the electrical stimulation.

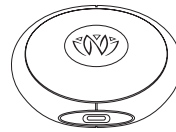
CHOKING HAZARD: Keep the headphones, earbuds, and micro-drop saline spray bottle away from small children.

FOR BEST RESULTS: Clean outer ear canals and ensure they are free from excess wax before using Xen earbuds.

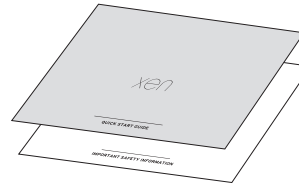


YOUR XEN BOX SET

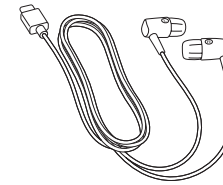
The items shown here are included in your Xen box set:



Xen unit



**Quick Start Guide
Important Safety
Information**



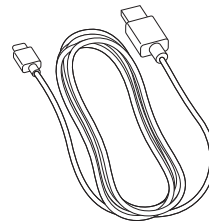
**Xen
headphones**



**Replacement
earbuds**



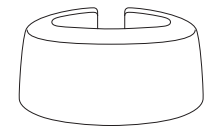
**Micro-drop
saline sprayer**



**USB charging
cable**



**USB wall
adapter**



**Display
stand**



YOUR XEN UNIT

Your Xen unit is designed to apply electrical stimulation through the Xen headphones. Your Xen unit analyzes audio input--which it receives from your smartphone, laptop, or tablet--and generates a signal that it sends to the headphones.

PORTS

There is one USB port on the bottom of your Xen unit. This port is where you:

Connect your Xen headphones to your Xen unit.

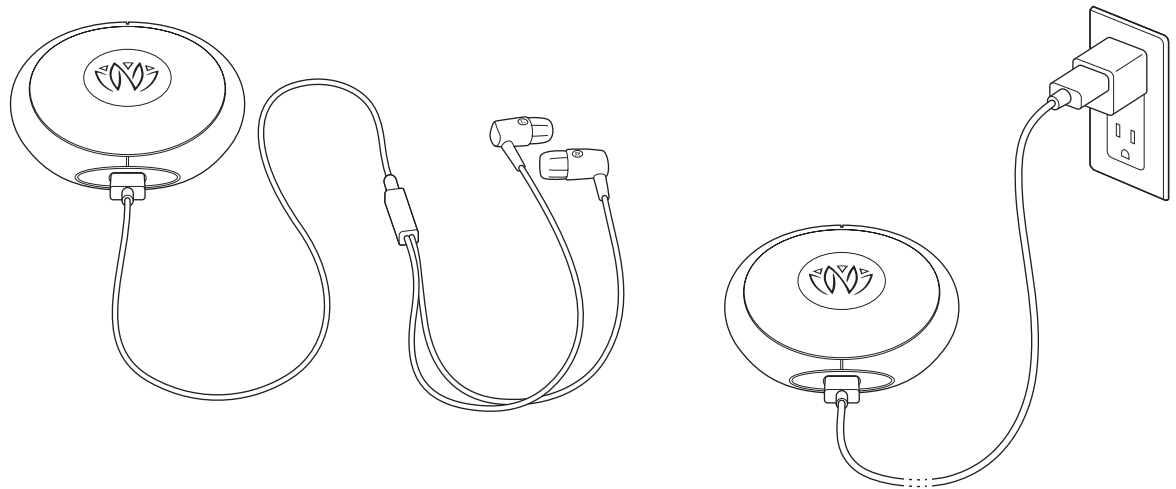
Connect the charging cable to your Xen unit.

NOTE:

Your Xen unit will not work properly with non-Xen headphones or devices.

CAUTION:

Be sure the Xen headphones cable is securely attached to your Xen unit.





YOUR XEN UNIT



POWER

The Power button is located on the top of the unit and has two functions:

It puts the unit into Bluetooth pairing mode.

It turns the Xen unit on or off.



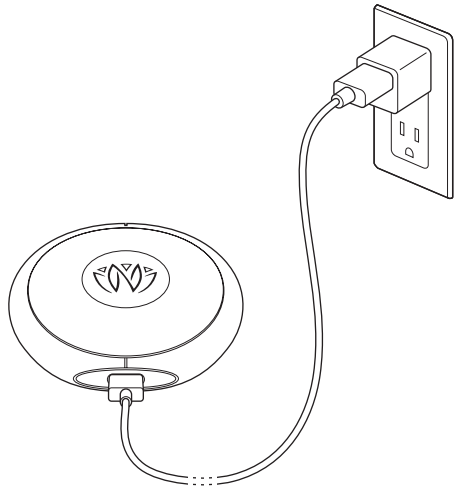
LEDs

The Neuvana logo and surrounding area on the top of your Xen unit are where the LEDs are located. The LEDs indicate whether your unit is turned on and your unit's Bluetooth status.

COLOR	DESCRIPTION
Green	Indicates power is being supplied to your Xen unit when you turn it on and that power is being shut down when you turn it off. When connected to the charger, green indicates your Xen unit is charged and ready to begin a session.
Blue	When flashing, your Xen unit is searching for Bluetooth connection. After a connection is established, the LEDs turn solid blue and fade.
Red	When connected to the charger, red Indicates your Xen unit battery is low and not fully charged.



YOUR XEN UNIT



TIP:

A full charge lasts for up to 2.5 hours of use.

POWERING ON/OFF

To turn on your Xen unit, press the Power button. The LEDs briefly turn green to indicate that there is power being supplied to your unit. When your unit is searching for a Bluetooth connection, the LEDs flash blue. After a connection is established, the LEDs turn solid blue and then fade away.

To turn off your Xen unit, press the Power button for 1 second. The LEDs turn solid green and then fade away to indicate that power is no longer being supplied to your unit.

CHARGING

Be sure to fully charge your Xen unit before using your Xen.

To charge your Xen unit:

1. Plug the large end of the USB cable into the USB wall adapter.
2. Plug the USB wall adapter into a wall outlet.
3. Plug the small end of the USB cable into the USB port on your Xen unit. When your Xen unit is charging, the LEDs turn red if the battery is low.
4. Wait for the LEDs to turn solid green, which indicates that your Xen unit battery is fully charged and ready to use.

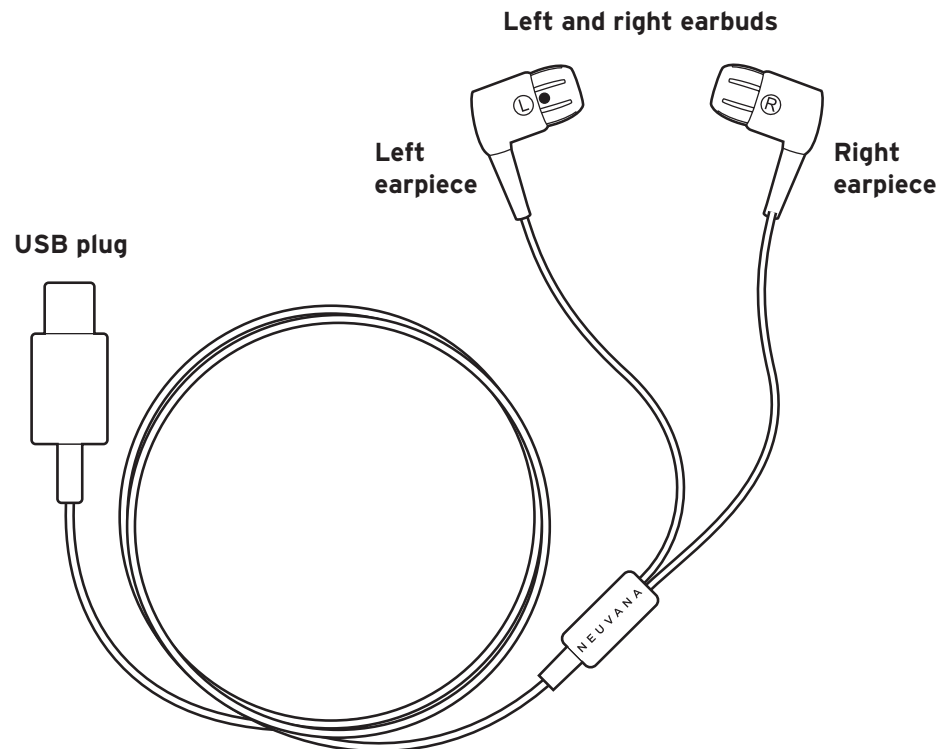


YOUR XEN HEADPHONES

The Xen headphones are the only ones that can be used with the Xen unit to supply an electrical stimulation signal. Assembly and placement of the right and left headphones is very important.

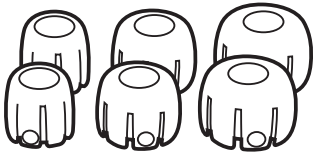
At one end of the Xen headphones is the USB connector, which you plug into the Xen unit. At the opposite end are the speaker assemblies, which are installed within the right and left earpieces.

The headphones come with medium size replaceable silicone earbuds installed on the earpieces. The left earpiece (connected to the white cable), delivers the electrical stimulation and should only be used in the left ear.





YOUR XEN HEADPHONES



SELECTING EARBUDS

Your Xen headphones come already assembled with a set of replaceable silicone earbuds. These replaceable earbuds are size Medium (M). Your Xen box set includes three additional pairs of earbuds ranging from size Small (S) to Extra Large (XL).

The earbuds should be snug and muffle most noise when you have them in. Try the different earbud sizes until you find a comfortable fit. Choosing the proper size earbuds provides an optimal Xen experience. The best transmission of signal occurs when the earbud has good contact with the skin in the ear canal.

INSTALLING EARBUDS

Each pair of earbuds consists of a left and right earbud. The left earbud is marked with a white dot. In order to conduct the signal, the left earbud is active and conducts electricity. The right earbud is passive and does not conduct electricity.

The earpiece housings and cables are also unique to the left and right side. The white cable is the left conducting cable, and it is connected to the earpiece labeled with the letter "L". The right cable is black and connected to the earpiece labeled with the letter "R."



YOUR XEN
HEADPHONES

Be sure to assemble the left earbud (marked with a white dot) onto the left earpiece and the right earbud onto the right earpiece. This is VERY IMPORTANT because the electrical signal is intended to be supplied only within the left ear. If the incorrect earbud is placed on the left earpiece, the Xen unit will not work. Use the summary below to identify the right and left earbuds:

CAUTION:

DO NOT USE the left earbud in the right ear.

Left Headphone:

The left earpiece is marked with a white circle and the letter "(L)".

The left earpiece has a white connecting cable.

The back of the left earpiece is white.

Each left replaceable earbud is marked with a white circle.

An indexing feature inside the left earbud matches the same shaped indexing feature on the left earpiece.

Right Headphone:

The right earpiece is marked with the letter "(R)".

The right earpiece has a black connecting cable.

Each right replaceable earbud is not marked.

The back of the right earpiece is black.

An indexing feature inside the right earbud matches the same shaped indexing feature on the right earpiece.



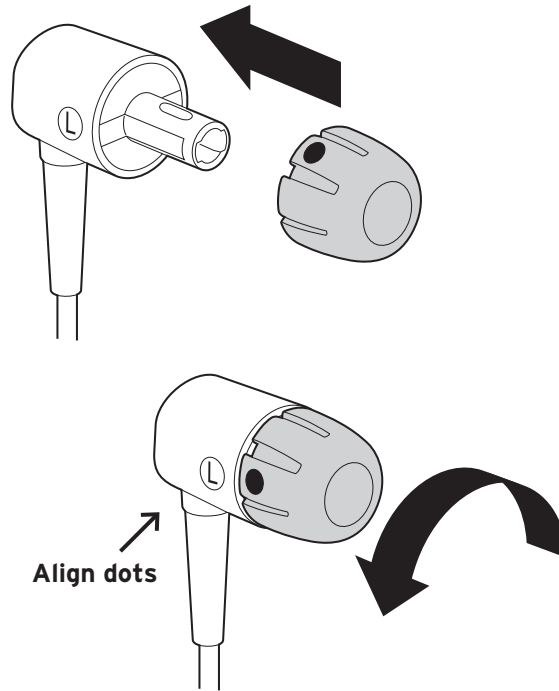
YOUR XEN
HEADPHONES

If the medium size earbuds do not fit snugly, attach a different set of earbuds:

1. Press and twist the left earbud (which has a white dot) onto the left earpiece.
2. Align the white dot on the left earbud with the "L" on the left earpiece.
3. Press and twist the right earbud onto the right earpiece.

NOTE:

If the white dot is not lined up with the "L" on the left earpiece, the electrical stimulation will not work.





YOUR NEUVANA APP

The Neuvana app enables your iOS or Android smartphone, laptop, or tablet to communicate with your Xen and customize the stimulation that your Xen unit provides. The communication between your Neuvana app and your Xen takes place via Bluetooth connections, which are discussed later in this guide.

SYSTEM REQUIREMENTS

The Neuvana app requires a smartphone, laptop, or tablet that uses **ONE** of the following operating systems:

iOS 11 or higher

Android OS 5.0 or higher (also known as Lollipop)

INSTALLING THE NEUVANA APP

To use the Neuvana app, you must first install the app on the device you want to use with your Xen. The steps vary based on whether you are using an iOS or an Android device.

Follow the appropriate steps below to install the app on your compatible device.



Your Neuvana App

iOS Devices

1. From the iOS device you want to use with your Xen, go to the **App Store**.
2. Search for the Neuvana app.
3. Tap **Get**.
4. When the install is complete, tap **Open** to open the app.

Android Devices

1. From the Android device you want to use with your Xen, go to your home screen, tap **Apps**, and then tap **Play Store**.
2. Search for the Neuvana app.
3. Tap **Install**.
4. When the install is complete, tap **Open** to open the app.



Your Neuvana App

UPDATING THE NEUVANA APP

You can expect the Neuvana app to be updated periodically. The steps to install updates vary based on whether you use an iOS or Android device. Follow the appropriate steps below to install the updates on your compatible device:

iOS Devices

1. Open the **App Store**.
2. Tap **Updates** at the bottom of the screen.
3. Under Available Updates, find the **Neuvana** app.
4. Tap **Update**.

Android Devices

1. Open the **Play Store**.
2. Under Previously Installed Apps, tap the **Neuvana** app.
3. Tap **Update**.



BLUETOOTH CONNECTIONS

NOTE:

You may need to repeat both pairing processes each time you start a new session.

NOTE:

Your Xen appears as Xen-xxxxxx where xxxxxx is a mix of letters and numbers that are unique to your Xen unit.

Your Neuvana app uses **TWO** Bluetooth connections to communicate with your Xen--one connection for your headphones and a second connection for your Xen unit.

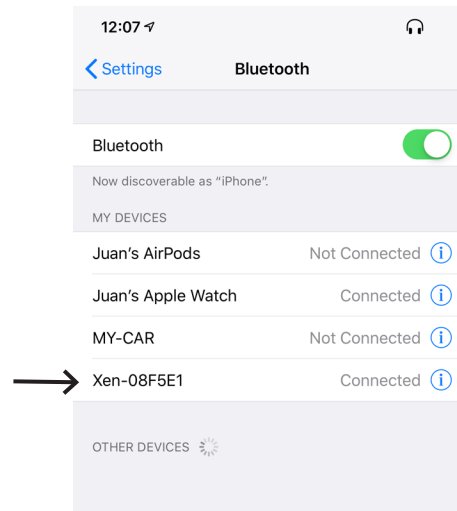
The process you use to establish these Bluetooth connections is often referred to as pairing. The pairing steps vary based on whether you are using an iOS or an Android device.

Follow the appropriate steps below to create these TWO Bluetooth connections:

iOS Devices

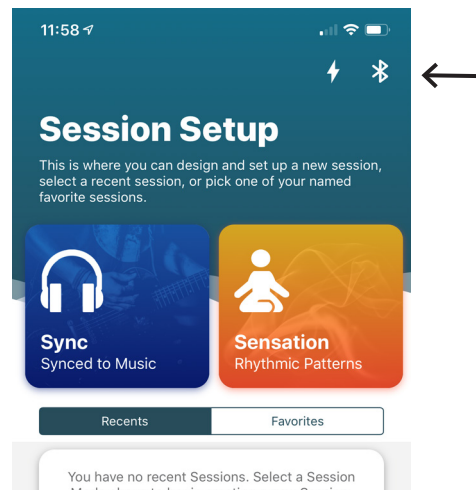
1. To enter Bluetooth pairing mode, press the Power button once on your Xen unit.
2. While the LEDs on the front of the Xen unit blink blue, go to your smartphone's **Settings** panel and select **Bluetooth**.
3. Select your Xen headphones.
4. To confirm this first connection:
 - Make sure the LEDs on your Xen unit turn solid blue and fade.
 - Make sure your Bluetooth Settings panel shows your Xen headphones as "Connected."

BLUETOOTH CONNECTIONS



5. Open the Neuvana app.

6. Tap the white Bluetooth icon in the upper-right corner and follow any onscreen prompts to scan for your Xen unit.

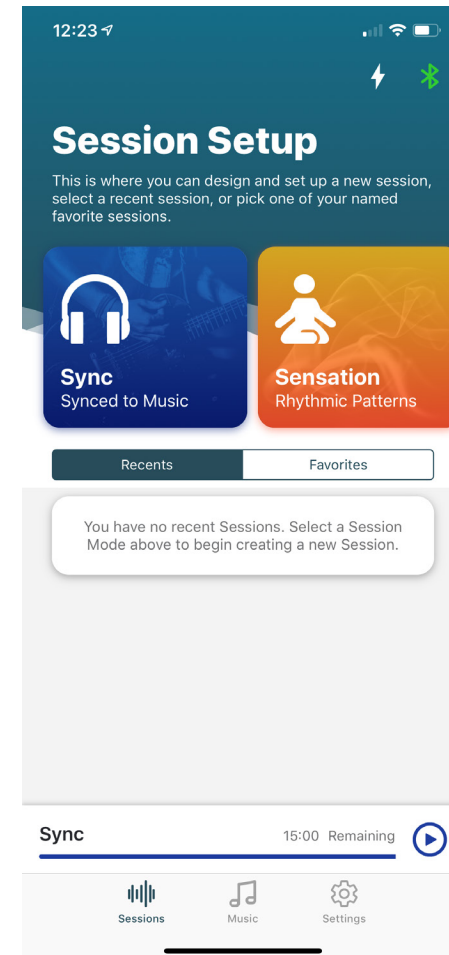
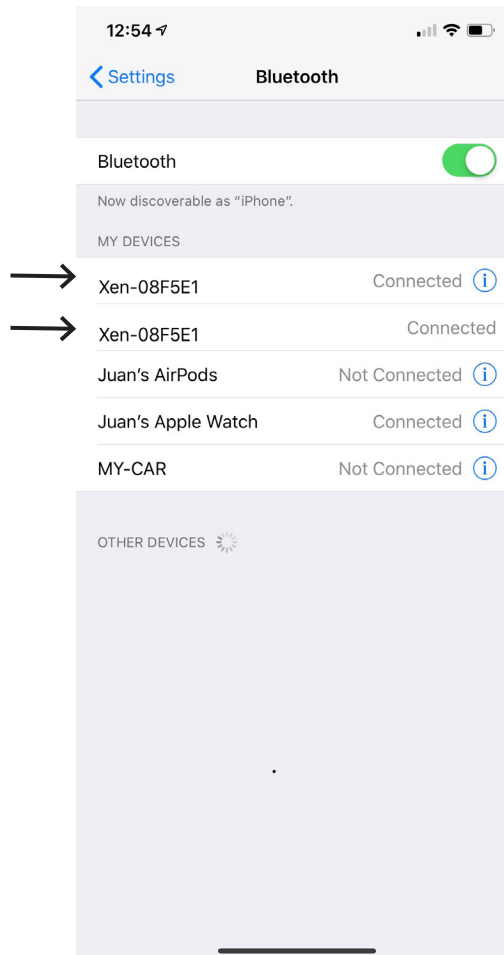


BLUETOOTH CONNECTIONS

7. Confirm your Bluetooth connections by doing both of the following:

Check your smartphone's Bluetooth Settings to confirm that you see **TWO** identical connections to Xen-xxxxxx.

Confirm that the Bluetooth icon in the upper-right corner of the Neuvana app is green (versus white).





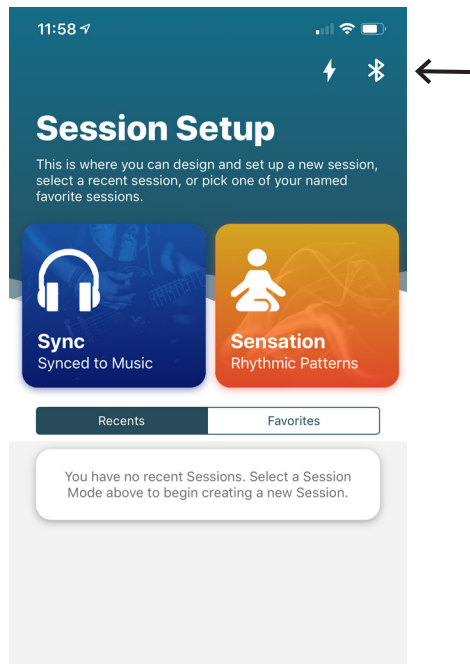
BLUETOOTH CONNECTIONS

NOTE:

Your Xen appears as Xen-xxxxxx where xxxxxx is a mix of letters and numbers that are unique to your Xen unit, and there is a headphone icon next to this entry.

Android Devices

1. Go to your smartphone's **Settings** panel and tap **Bluetooth**.
2. Tap **Pair new device**.
3. Press the Power button once on your Xen unit. (The LEDs on the front of the Xen unit blink blue.)
4. While the LEDs on the front of your Xen unit are blinking blue, go to your smartphone's Bluetooth panel and select your Xen headphones.
5. To confirm this first connection, make sure the LEDs on your Xen unit turn solid blue and fade.
6. Open the Neuvana app and tap the Bluetooth icon in the upper-right corner to establish the sensation link.

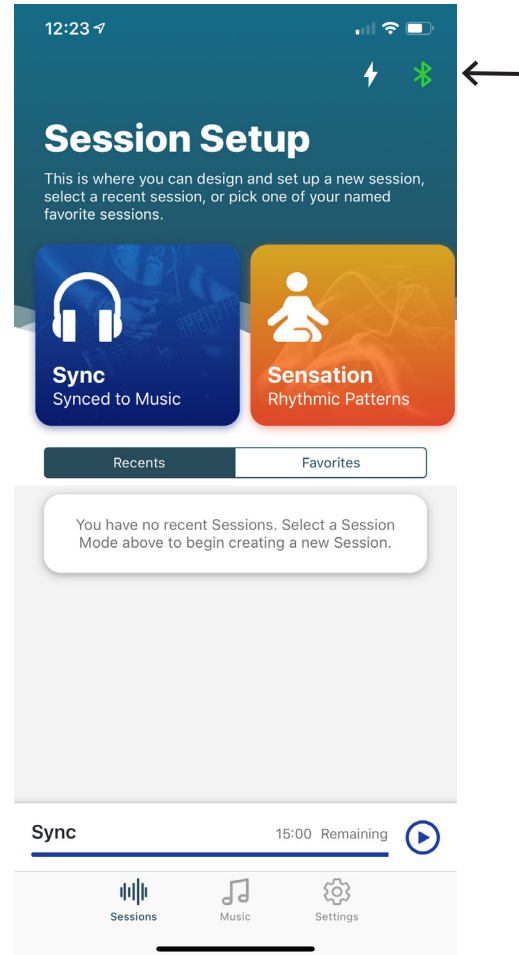




BLUETOOTH CONNECTIONS

NOTE:
If the Bluetooth icon turns red, an error occurred during pairing. Tap the icon again to retry pairing.

7. If the Device Info screen appears, follow the onscreen prompts to scan for your Xen unit. When the connection succeeds, the Bluetooth icon turns green.






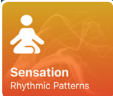

SESSIONS

After you install the Neuvana app and establish **TWO** Bluetooth connections, you are ready to set up a session. For each session, you select a *mode* and *settings* to personalize your Xen experience.

MODES

Your mode selection determines what type of audio input your Xen uses to generate a stimulation pattern for your session.

The following table provides an overview of each of the mode options:

MODE	DESCRIPTION
	The pulse of the electrical stimulation follows the music you choose. This allows you to merge your Xen experience with your favorite music. You can use any audio that is downloaded or streaming to your compatible smartphone, laptop, or tablet.
	The pulse of the stimulation pattern does not follow music. Each sensation has a specific intensity and speed. Choose the one you prefer. You can still play music/audio in this mode, but the stimulation pattern does not sync with the music/audio.
	The pulse of the electrical stimulation syncs with the sounds around you which come through the microphone on your compatible smartphone, laptop, or tablet.



SESSIONS

Your setting selections control your session's characteristics and enable you to customize the stimulation you experience during your session.

The following table provides an overview of the setting options.

SETTING	DESCRIPTION
Waveform	Sets the duration and shape of the ultra-short (micro-second) electrical impulses you experience during your session. Some waveforms feel stronger than others. Try each of the waveforms to find the one you prefer.
Duration	Sets the length of your session. Sessions can range from 5 to 25 minutes. The default session length is 15 minutes. You can increase or decrease your session length in 5-minute increments.
Intensity	Sets the maximum strength of the stimulation signal. Intensity can range from 0 to 25. The default intensity is 5. After starting a stimulation session, you can increase or decrease the intensity at anytime during your session. If you stop and restart a session, the intensity resets to 5; pausing does not reset the intensity.



SESSIONS



TIP:

You may need to repeat both pairing processes each time you start a new session.

SETTING UP A SYNC SESSION

In Sync Mode, your Xen unit receives audio input from the media source you choose. The unit adjusts the stimulation to compliment the audio in real time. By matching the stimulation with your favorite songs and artists, your Xen provides a personalized state of relaxation that is unique to each song played.

While many people choose to pair stimulation with music in Sync Mode, you can also choose a podcast, movie, or other media source.

1. Create **TWO** Bluetooth connections as described earlier in this guide.
2. On the Sessions setup screen, tap  .
3. Tap  at the bottom of the screen and select your music source:



SESSIONS


Source	Description
Local Files	<p>Provides stimulation based on a playlist of files that are stored on your smartphone or other compatible device. Follow the appropriate steps below to create a playlist on your compatible device.</p> <p>iOS</p> <ol style="list-style-type: none">Tap iTunes.Tap your choice of playlists, artists, songs or albums and manage your music selections within the Neuvana App. <p>Android</p> <ol style="list-style-type: none">Tap Local Files.Tap +.Select the location of the files.Select the files.
External	<p>Provides stimulation based on music from a streaming app, such as Pandora® or Spotify®.</p> <p>To use a streaming app:</p> <ol style="list-style-type: none">Tap External.Leave the Neuvana app, open the streaming app, and select your music in that app.Adjust the audio volume to your preferred volume.Return to the Neuvana app.



SESSIONS

NOTE:

When your session is in progress and the Xen unit is delivering stimulation, the flash icon at the top of the screen turns blue.

4. Tap  at the bottom of the screen.
5. Scroll down to see all your options and select a **Waveform**.
6. Select the session **Duration**.
7. Tap **Set & Start**.
8. Adjust the intensity until you feel the stimulation in your left ear.



SESSIONS

TIP:

You may need to repeat both pairing processes each time you start a new session.

TIP:


Try each of the Sensation patterns until you find the one you prefer. To see a description of each pattern, tap the v next to each pattern.

NOTE:

When your session is in progress and the Xen unit is delivering stimulation, the flash icon at the top of the screen turns blue.

SETTING UP A SENSATION PATTERN SESSION

Your Xen unit comes pre-programmed with proprietary stimulation patterns called Sensations. In Sensation Mode, you can experience a stimulation signal that is not based on audio input. You can enjoy your Xen in a quiet environment, where only the stimulation will be experienced, or you can play music from your personal playlist or a streaming app, and the stimulation pattern will be independent of the music.

1. Create **TWO** Bluetooth connections as described earlier in this guide.
2. On the Sessions setup screen, tap  .
3. Scroll down to see all your options and select a **Waveform**.
4. Select a **Sensation** pattern.
5. Select the session **Duration**.
6. Tap **Set & Start**.
7. Adjust the intensity until you feel the stimulation in your left ear.



SESSIONS

TIP:

You may need to repeat both pairing processes each time you start a new session.




NOTE:

When your session is in progress and the Xen unit is delivering stimulation, the flash icon at the top of the screen turns blue.

SETTING UP AN AMBIENT SESSION

In Ambient Mode, the audio input is taken directly from your environment through the microphone on your phone, laptop or tablet. Your Xen unit syncs the stimulation signal to match the ambient audio input it receives from the microphone.

Ambient Mode is ideal for when there is music in the background, for example, at a music festival or concert.

1. Create **TWO** Bluetooth connections as described earlier in this guide.
2. On the Sessions setup screen, scroll to the right and tap  .
3. Scroll down to see all your options and select a **Waveform**.
4. Select the session **Duration**.
5. Tap  at the bottom of the screen.
6. Select **Ambient** to turn on your smartphone's microphone
7. Tap  to return to the Sessions screen.
8. Tap **Set & Start**.
9. Adjust the intensity until you feel the stimulation in your left ear.






SESSIONS

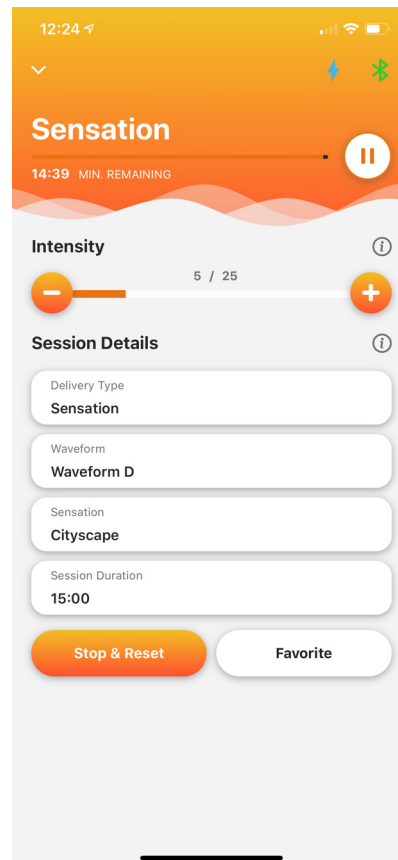
CAUTION:

In Sync mode, be sure to set the volume of your music first, and then adjust the intensity of your session, as an increase in volume also increases the intensity of the electrical stimulation.

ADJUSTING YOUR SESSION LEVELS

You can adjust the audio volume and the intensity level of the stimulation signal at any time during your session:

1. Use the volume controls on your phone or compatible device to adjust the audio volume to a comfortable level.
2. Tap  or the banner at the bottom of your Neuvana app screen.
3. Tap  or  to adjust the stimulation intensity to a comfortable level.





SESSIONS

TIP:

When you leave a session, or leave the Neuvana app, your session collapses to a banner at the bottom of the screen. Tap the banner to open the session and adjust the intensity.

TIP:

You cannot turn off your Xen unit while a session is paused; you must resume the session before holding down the Power button to power off.

SAVING YOUR SESSION

After you choose your session settings, you can save them to us again for future sessions.


To save your session settings:

1. Tap **Add Favorite** at the bottom of your session screen.
2. To use that session again, tap the **Favorites** tab on the home screen.

PAUSING YOUR SESSION

Once you begin a session, you cannot change the Duration setting. You can, however, pause and continue your session at any time.

To pause and resume a session:

Tap  to pause your session.

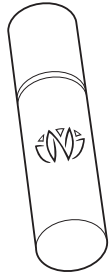
Tap  to resume your session.

When the Duration of your session is complete, a notification appears on your smartphone or compatible device (if you turned on notifications in the Neuvana app).

You can turn off your Xen unit during or after a session by pressing the Power button. Turning off your Xen unit also disconnects the Bluetooth connection to your smartphone or compatible device.



MICRO-DROP SALINE SPRAYER



Conductivity is the single factor that allows the electrical stimulation signal from your Xen unit to contact your body. However, naturally produced oil and earwax present in the ear canal can decrease or prevent the transmission of the Xen signal.

In order to enhance your Xen experience, spray a small amount of saline on the outside surface of the left earbud. This increases the electrical conductivity between the earbud and the left ear canal. An empty micro-drop saline sprayer is included in your Xen box set.

To fill the sprayer:

1. Remove the internal saline container by pulling from the top of the nozzle.
2. Once separated, open the glass saline bottle for filling, by unscrewing the nozzle.
3. Add a few pinches of table salt to the bottle and fill the rest with water.
4. When full, reassemble the sprayer and it is ready to use.

To use the sprayer:

1. Spray the top outer surface of the left earbud one time.
2. Spray the bottom outer surface of the left earbud one time.
3. Repeat this process as needed to maintain conductivity.

TIP:

Alternatively, you can fill the bottle with contact lens saline solution or saline spray.

NOTE:

Take care not to spray saline directly inside the central cavity of the earpiece because that is where the speaker transmits sound.



CARE AND MAINTENANCE

Turn off your Xen unit before cleaning or storing.

Do not submerge the Xen headphones or unit in liquids or expose them to large amounts of water.

For safe and hygienic use, clean your earbuds regularly to remove earwax and skin residue. To clean the earbuds, you must remove them from the earpieces and then clean them with mild soap and a damp cloth before replacing them on the earpieces.

To help prevent ear irritation, wipe your outer ear canal with a damp cloth to remove any saline residue after use.

Dried salt from the saline spray can be removed from the earpiece with a damp cloth or cotton swab.

Clean your Xen unit with a lightly dampened soft cloth to remove smudges or marks.

Saline solution crystallizes when left for long periods of time. Replace the solution in the saline dispenser regularly.



HELPFUL TIPS

It is easiest to confirm the Xen signal by actually feeling the electrical pulse in your ear. If you cannot feel the signal on your skin, here are some tips:

Clean your ear with a dampened cotton swab. Be careful not to insert the swab into your ear canal.

Make sure you have the correct earbud on the left earpiece.

Make sure the white dots on the left earpiece and the left earbud are lined up.

Spray saline on the left earbud.

Check that the earbud is properly fitted in your ear, not ready to fall out.

Begin with Intensity set to 5 (especially for new users), and every 5 to 10 seconds increase the Intensity until you reach the desired maximum level.

Slowly increase the Intensity setting. If you already increased the Intensity to 25, try a larger earbud.

If using Sync mode, change the music to something more upbeat or with more variation in intensity, and increase the volume on your smartphone or compatible device.



We hope that this UserGuide will help you get the most out of your Xen unit.
We are committed to our customers and are available if you have questions.

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